

# Annual Report 2017-18



AQUATICS &  
RECREATION  
**VICTORIA**

Working together  
for a better industry.



# Table of Contents

<b>A Message from the Chair</b>	<b>4</b>
<b>A Message from the CEO</b>	<b>5</b>
<b>ARV Members</b>	<b>6</b>
<b>Board Overview</b>	<b>10</b>
<b>Standing Committees</b>	<b>12</b>
The Learning and Development Standing Committee	13
Facility Management Standing Committee	13
<b>Awards and Conferences</b>	<b>14</b>
2018 ARV Industry Conference	14
2018 ARV Regional Conference	16
2018 ARV Industry Awards	18
<b>Strategic Projects in 2017/18</b>	<b>20</b>
ARV Online Training Initiative – Public Safety in ARC’s – Supported by SRV	20
Industry Education Project – Recreation & Aquatic Management Program RAMP	21
Measuring Health & Wellbeing Outcomes of Aquatic Recreation Centres	22
<b>2017/18 Industry Workshops</b>	<b>24</b>
How to position your club as a fitness authority through Small Group Training	24
Introduction to Autism Spectrum Disorder and Core Strategies for Child Swimming Lessons	24
Membership, Recruitment, Retention, Emerging Leaders of a Younger Generation	24
<b>ARV Programs</b>	<b>26</b>
VICSWIM Summer Kidz	26
Swim Australia Teacher Courses	27
Play It Safe By The Water	27
National Swimming & Water Safety Symposium	28
<b>Sponsors and Trade Partners</b>	<b>30</b>
Sponsors	30
Trade sponsors	31
<b>ARV Engaging the Members and Industry</b>	<b>32</b>
<b>Financial Reports</b>	<b>33</b>
Statement of Financial Position	33
Statement of Profit or Loss	34

# A Message from the Chair

*Andrew Hocking*



The great work and influence that ARV has had within our industry over the past year has been significant and one that has provided wonderful value, opportunity and development for all our members, industry stakeholders and the broader community!

A great outcome for Victorian children across the state was the announcement of a three year funding arrangement for the VICSWIM Program from the State government. This longer term sponsorship arrangements allows for better and increased planning, stability of the program and the provision of exciting developments to be put into place. Sincere thanks to the Victorian State Government for this wonderful investment in our children and its faith in the great work and outcomes that the annual VICSWIM program has provided over many years.

Again, over the course of the past year, our key industry events have been highly successful. The number of attendees at Industry Awards dinner held at The Peninsula Docklands and our two conferences, ARV Victorian Country Pools Conference in Ballarat and the ARV Industry Conference at the Pullman Melbourne on the Park were greater than in the previous year. The feedback from all three events has been positive and showcased the great initiatives, programs and work, being offered and completed across all sectors of our ever-broadening industry. Again, the support for and interest in our other seminars and offerings is still strong and well received within the industry. Also the number of ARV members has increased in the past year which is evidence of the value and worthwhileness of the suite of member services available.

Congratulations to Karen Franceschini and

Tony Tranter on being recognized and honoured with ARV Life Membership for their wonderful and longstanding contribution to Aquatics and Recreation Victoria.

On behalf of the Board, I take this opportunity to acknowledge the efforts and commitment of the conscientious and dedicated ARV staff, exceptionally led by CEO Grant Connors and ably assisted by Taya Phillips and Millie Neil who work tirelessly in developing new and consolidating the programs and opportunities that ARV oversees and co-ordinates. I thank all those members of the Facility Management Standing Committee and the Learning and Development Standing Committee for their combined efforts and the ideas and initiatives over the past year. ARV continues to be very grateful for the wonderful industry support, the willingness to share and keenness for improvement in every aspect and area of what we do.

Thank you very much for the valuable and most appreciated service to the board of Esther Burrige, Jeff Chambers and Kara Monaghan whose tenure concluded at the end of 2017. We welcomed Jo Hansen as Convenor of the Learning and Development Standing Committee and Kathy Parton, co-opted director, to the board this year. Sincere thanks to all the Board of Directors for their commitment, insight, vision and governance to ARV and the work of our industry.

There is still much to do and things to achieve, and the positive results and outcomes from this year are a great foundation on which to continue 'Working Together for a Better Industry'.

**Andrew Hocking**

Chairman

Aquatics and Recreation Victoria Inc.

# A Message from the CEO

*Grant Connors*



This time last year we presented an annual report highlighting a year of transition, a year where we implemented several strategic, operational and personnel changes. This year, we are pleased to present a year of consolidation and growth. We welcomed new and returning faces to ARV with the appointment of Millie Neil to the role of Administration Assistant and familiar face Taya Phillips returned as our Member Services & Events Coordinator. Both appointments have impacted our member support levels and created increased member engagement throughout the year. Membership grew by 10% throughout the year and our focus on ensuring higher quality interactions with our members and stakeholders saw the introduction of two new websites including a new ARV website along with the updated Vicswim website. Our ARV website has streamlined our course and event enrolment system with online payment, registration and ticketing systems being implemented. Along with the websites we launched a new digital marketing strategy comprising a fresh look newsletter and accompanying social media communications to improve industry communications.

Events once again remain a significant part of ARV's remit and the calendar continues to grow alongside our membership. The number of delegates and trade service providers participating in ARV events across the year increased significantly on previous years and continues to support a higher level of event standards.

We continue to focus on activity to drive our organisation's four strategic pillars, Research & Advocacy, Learning & Development, Membership and Industry Programs. Throughout 2017/18 we delivered various industry conferences, tailored workshops, breakfast seminars, training courses, swimming and water safety programs along with the Aquatics & Recreation Victoria Annual Awards. Industry support and value on the ARV Industry Awards program continues to grow year on year

culminated with a capacity crowd well over 730 attending the stunning Peninsula Docklands venue. Our industry understands and deserves the recognition for outstanding contribution to the respective communities in which you service. We inducted two deserving recipients into the prestigious alumni of ARV Life Membership with Tony Tranter and Karen Franceschini both accepting their life membership awards at the Gala. Thank you to our industry partners, members and stakeholders who have supported ARV across the past 12 months. The support of the Victorian State Government, and in particular the Department of Health & Human Services, Sport & Recreation Victoria and the Water Unit for their continued partnership on critical industry programs. Strengthening our partnerships at all levels has been a key focus of ARV across the past twelve months and places us in great shape to continue to deliver strategic services to our industry.

ARV's passionate Board members, headed by Chair Andrew Hocking, continue to support the direction of ARV and challenge the status quo. The past 12 months has seen an increased level of board engagement and commitment through several key initiatives and they have been invaluable in their support of myself and our team. The board continues to search for innovative ways to provide value to our sector and has been supportive of fresh opportunities throughout 2017/18 and beyond.

Our team and I, on behalf of our members, look forward to continuing our organisations growth and building on a strong 2017/18 year.

## **Grant Connors**

Chief Executive Officer

Aquatic Recreation Victoria Inc.

# ARV Members

ARV is incredibly grateful for all of our 2017 - 18 members. Every facility, organisation and individual has helped ARV to continue towards its mission of working together for a better industry. Every facility, organisation, and individual has helped ARV to continue towards it's mission of working together for a better industry. ARV looks forward to creating more opportunities to bring together all of the industry's experts to share knowledge and continue sharing, networking and educating our industry.

## Membership as of 30th June 2018

- 175 members
- 15 Individual
- 86 Facility
- 74 Associate

## ARV 2017/18 Members breakdown



## Membership growth since 2014



2017 Life Member Tony Tranter



2017 Life Member Karen Franceschini with ARV CEO Grant Connors and Andrew Hocking, ARV Chairman

## Life Members

1986 Dr. John Gregson	2010 Genevieve Lehmann	2013 Jenni Maclean
1988 Len Willmer	2010 Jill Mazzini	2015 Greg Goulet
1993 Peter Mulligan	2011 Judy Muir	2016 Jillian Cooper
1993 Ted Tullberg	2011 Andrew Whittaker	2016 Paul Stafford
2003 Peter Meaney	2012 Kate Nicholls	2017 Tony Tranter*
2009 Jean Kemp	2013 Meredith King 2017	2017 Karen Franceschini*
2009 Sarie Lowdon	Thank you to all of our life members' invaluable contributions to the industry. * Congratulations to this years inductees.	

## Individual Members

Baker, Christopher	Grayland, Christina	Van Eyk, Katrina
Bracey, Louise	Green, Warren	Diprose, Brett
Butler, Tony	Hoynes, Nicholas	Lightfoot, Marcus
Du, Eric	Lavery, Bruce	Shand, Clinton
Erikson, Sven	Micallef, Trudy	Wearing-Smith, Marcus

## Associate Members

@Leisure Planners	Commercial Aquatics Australia	Moreland City Council
Aflex Technology	Commercial Pool Robotics	Mount Alexander Shire Council
Aligned Leisure	CO-OP Studio	MyZone
Australian Swimming Coaches & Teacher Association	Eagle Stadium	Nillumbik Shire Council
AUSTSWIM	Etch Architectural Solutions	Nunawading Swimming Club
Banyule City Council	Farley Pools Australia	Olympic Leisure
Belgravia Leisure	Flowcrete Australia	Precor Australia
BG&E Materials Technology	Gannawarra Shire Council	RecWest Footscray
Bluegum	GenSwim / GenAquatic	Roejen Services
Calibre Consulting (Vic) Pty Ltd	H2O Pro	Shire of Campaspe
Cardinia Shire Council	Hastings Community Hub	Smart Connection Consultancy
Ceramic Solutions	Healthlink Catering	Southern Grampians Shire Council
City of Ballarat	Heliocol Victoria	SPLASH
City of Boroondara	Hume City Council	Sunbather Pty Ltd
City of Casey	IntegraPay Pty Ltd	Supreme Heating
City of Greater Bendigo	Ironbark Sustainability	Swimming Victoria
City of Greater Dandenong	Jonas Leisure	Synergy Fitness
City of Greater Geelong	Life Saving Victoria	Technogym
City of Greater Shepparton	Macedon Ranges Shire Council	University of South Australia
City of Kingston	Mattioli	Wellington Shire Council
City of Melbourne	Maytronics Australia	Wyndham City Council
City of Melton	Metra Australia	Yarra Ranges Shire Council
City of Monash (Active Monash)	Metz Speciality Materials	YMCA Victoria
City of Whittlesea	Mitchell Shire Council	Zoggs Australia
Clublinks	Moonee Valley City Council	

## Facility Members

Aquahub Croydon	Deakin University Burwood	Mildura Waves Aquatic & Leisure
Aqualink Box Hill	Deakin University Waurn Ponds	Monash University (Monash Sport) Doug Ellis
Aqualink Nunawading	Diamond Valley Sports & Fitness	Monbulk Aquatic Centre
Aquanation	Doveton Pool	Noble Park Aquatic Centre
AquaPulse	East Keilor Leisure Centre	Northcote Aquatic & Recreation Centre
Aquarena Aquatic and Leisure Centre	Endeavour Hills Leisure Centre	Onsen Retreat and Spa
Aquazone Warrnambool	Fawkner Leisure Centre	Pelican Park Recreation Centre
Ascot Vale Leisure Centre	Geelong Golf Club	Peninsula Aquatic Recreation Centre
Ashburton Pool & Recreation Centre	Glen Eira Sports and Aquatic Centre	Prahran Aquatic Centre
Bacchus Marsh Leisure Centre	Harold Holt Swim Centre	Queens Park Swimming Pool
Bairnsdale Aquatic and Recreation Centre	Hawthorn Aquatic and Leisure Centre	RACV Club City Fitness Centre
Belgrave Outdoor Pool	Healesville Outdoor Pool	Reservoir Leisure Centre
Bendigo Aquatic Centre	Heathcote Swimming Pool	Robinvale Leisure Centre
Berwick Leisure Centre	Hepburn Springs Bathhouse	Somerville Health and Fitness Studio
Bluewater Fitness Centre	Ivanhoe Aquatic Centre	Splash Devonport
Boroondara Sports Complex	Keilor Golf Course	Spring Park Golf Course
Brennan Park Swimming Pool	Kensington Community Recreation Centre	Springers Leisure Centre
Broadmeadows Aquatic and Leisure Centre	Kew Recreation Centre	St Albans Leisure Centre
Brunswick Baths	Kilsyth Centenary Pool	Sunbury Leisure Centre
Cardinia Life	Knox Leisureworks	Sunshine Leisure Centre
Carlton Baths	Lakes Aquadome	Super Swim School
Carnegie Swim Centre	Lilydale Outdoor Pool	Swan Hill Leisure Centre
Casey ARC	Long Gully Splash Park	Swan Hill Outdoor Pool
Casey RACE	Lorne Seabaths and Wellness Centre	Swimworld Glen Waverley
Caulfield Recreation Centre	Macleod Recreation Centre	Watermarc
Coburg Leisure Centre	Maribyrnong Aquatic Centre	Werribee Outdoor Pool
Craigieburn Leisure Centre	Marong Swimming Pool	Windy Hill Fitness Centre
Crib Point Pool	Melbourne Sports & Aquatic Centre	Yarra Centre
Dandenong Oasis	Melton Waves Leisure Centre	



*ARV Industry Conference 2018 Industry Panel hosted by CEO Grant Connors, Featuring - Jonas Leisure, Technogym, Precor & Life Fitness*



*ARV Members Paige and Eleanor from GESAC with ARV staff Taya and Millie*

# Board Overview

Aquatics and Recreation Victoria (ARV) is Victoria's peak industry body for aquatics and recreation.

ARV is a member-based organisation representing aquatic recreation facilities (local government owned, privately owned, school and university facilities), professional product and service providers to the sector, local government organisations, facility management organisations, recreational/health/fitness program providers, industry professionals, and students.

The ARV board consists of up to 9 directors. The composition of the board includes the CEO, 4 elected positions (Independent Chair, Finance Director, Facility Management Standing Committee Convenor and Learning & Development Standing Committee Convenor) along with up to 4 co-opted directors. Each elected director serves a 2 year term and each co-opted director is co-opted on an annual basis.

## 2017-2018 ARV Board of Directors Movements

			Meetings Attended
<b>Andrew Hocking</b>	Chair		6/6
<b>David LePage</b>	Finance & Risk		5/6
<b>Ben Tudhope</b>	Facility Management Standing Committee Director		5/6
<b>Jo Hansen</b>	Learning & Development Standing Committee Director	Commenced November 2017	2/4
<b>Grant Connors</b>	CEO		6/6
<b>Alexia Morgan</b>	Co-Opted Director		6/6
<b>Ray Smith</b>	Co-Opted Director		5/6
<b>Kathy Parton</b>	Co-Opted Director	Commenced November 2017	4/4
<b>Kara Monaghan</b>	Learning & Development Standing Committee Director	Until November 2017	1/2
<b>Jeff Chambers</b>	Co-Opted Director	Until November 2017	1/2
<b>Esther Burridge</b>	Co-Opted Director	Until November 2017	0/2

# 2018 ARV Board of Directors

## Appointed Director

Chief Executive Officer  
Grant Connors



## Elected Director

Chairperson  
Andrew Hocking



## Elected Director

Finance and Risk  
David Le Page



## Elected Director

Learning & Development  
Standing Committee  
Jo Hansen



## Elected Director

Facility Management  
Standing Committee  
Ben Tudhope



## Co-Opted Director

Skill/Industry Based  
Alexia Morgan



## Co-Opted Director

Skill/Industry Based  
Ray Smith



## Co-Opted Director

Skill/Industry Based  
Kathy Parton



# 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.

Committee	ARV Membership Required	Annual Meetings
Facility Management Standing Committee	Yes	2
Learning & Development Committee	Yes	2
School Networking Committee	No	4
Health Club Networking Committee	No	4
Operations Networking Committee	No	4

The above highlights that only ARV members will be provided access to the Facility Management Standing Committee and Learning & Development Standing 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 acknowledge the conveners of both the Learning & Development Standing Committee, Jo Hansen, 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. We also thank our outgoing Learning and Development Convenor, Kara Monaghan for her invaluable contribution throughout her time on ARV's board. ARV would like to extend their sincere thanks to those who attend, host and chair each of our networking committees. In particular, to Simon Bryson, Trent O'Hara and Janelle Falkingham for their support within their respective networking groups.



*Bruce Mackay, Eagles Stadium.  
Facility Management Standing  
Committee*

# The Learning and Development Standing Committee

This year was a time for review for the L&D Standing Committee. No meetings were held but two key ARV Projects were progressed through the L&D Standing Committee networks. The development of an online induction training module for ARV Members and Organisations on Public Safety has progressed during 1718, and Child Wise were engaged as a key consultant to provide content and advice for the module. This module will be available for ARV members to utilize in staff induction programs from 2019. The second project which commenced development in 1718 was the ARV Women in Leadership program. Michelle Redfern has been engaged to facilitate an engaging and powerful professional development program for female leaders within the Aquatics and Recreation Industry in 2019 which will be supported by Industry Ambassadors.

A new Terms of Reference for the Standing Committee was endorsed by the board in May 2018 which will be implemented with the scheduling of 2 meetings in 2019 lead by the Committee Convener Jo Hansen. Agenda topics will include knowledge share and discussions with Key Industry Training Providers, profiling quality leadership development programs valued by ARC's and discussions regarding qualification requirements in our industry workforce. Each meeting will include time allocation to conversations and networking for those who oversee staff training in their workplace, sharing knowledge and providing feedback to training providers.

ARV thank those who have invested their time to the committees, provided support to the convenors and attended throughout the year. We acknowledge the great work of the convenors of both Standing Committees, ARV Board Members Jo Hansen and Ben Tudhope who have committed their time and energy into making each committees successful avenues for industry collaboration and project development.

# Facility Management Standing Committee

Since the 2017 ARV Annual Report was published, two Facility Management Standing Committee meetings have taken place with key representatives across Victoria supporting the industry. Key topics included:

- Workshop to provide insights and feedback to the Health and Wellbeing Outcomes research project that is being led by John Tower. The feedback from this committee saw the research brief updated to reflect desired outcomes for industry.
- Discussion in relation to the proposed changes to the Guidelines for Safe Pool Operation (GSPO)
- Hydro vs Warm Water Pools discussion
- Continual feedback to ARV on events such as the industry conference and awards night
- Presentation regarding the governance model of Western Leisure Services
- Victorian Government Healthy Choices Program
- And much more

The purpose of the Facility Management Standing Committee is to assist in guiding ARV's work and because of this, we are always keen to hear from industry representatives/organisations regarding topics you believe should be covered within these meetings/workshops moving forward.

Thank you to all who have been involved and assisted throughout the last 12 months. As we look to 2019, we look forward to addressing key industry issues/trends on behalf of industry.

# Awards and Conferences

## 2018 ARV Industry Conference

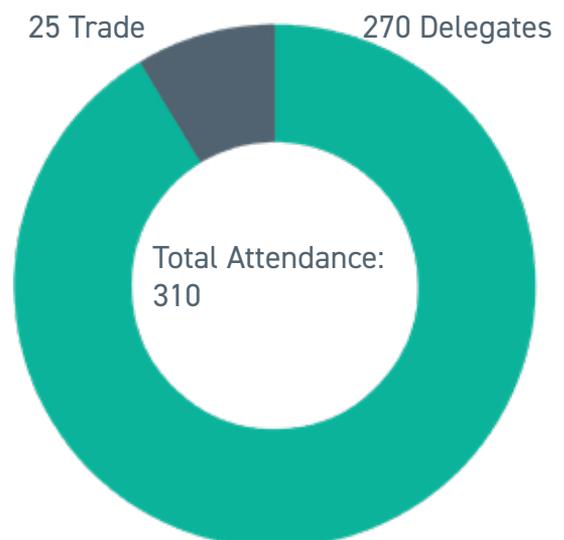
An assembly of over 300 industry representatives and 50 presenters converged in Melbourne for the annual Aquatics and Recreation Victoria Industry Conference on the 20th and 21st of September.

Held at the Pullman on the Park in East Melbourne, the gathering of participants from organisations such as leisure and aquatic facilities operators and service providers, health clubs and local councils to name just a few, gathered to share intimate knowledge on an array of management, centre activities and operational topics with a view to continually improve the industry for its customers and stakeholders.

The conference program included a vast coverage of areas of interest to participants, highlighted by keynote addresses each morning by respected social and sporting sector speakers such as Dr. Bridie O'Donnell, Head of Victorian Office for Women and Sport, Jeremy Meltzer, Director of i=change and Gender Equality and Diversity in sport leader, Michelle Redfern.



### ARV Industry Conference Attendance



The industry acknowledged the importance of such events by way of participation numbers which were up from 225 at last year's conference. It was extremely pleasing to provide a diverse program that provided so many options for those attending to inform, be informed and share ideas and experiences.

We are thrilled to be able to offer the various areas of the industry throughout the two-days to for the participants to discuss, debate, implement and improve their workplaces so that we as an industry continue to provide best practice facilities. The extensive program included key areas such as swimming centre code of practice and safety, improving community engagement, customer service practices, business sustainability and financial viability, partnerships, embracing diversity, innovation and evolution, contract and crisis management and insights and recommendations that are critical in fostering improvement and drive the industry into 2019 and beyond.

The level of expertise and experience among the many presenters over the two-day forum provided an outcome-oriented gathering for the industry to catapult itself forward and provide first class facilities and programs to Victorians of all ages and abilities, desiring to live a healthy lifestyle.

Presentations included topics like Contract Performance Optimisation, Heating Pools In an Energy Crisis, Lifeguard Programming, Measuring Social Values, Partnering with Health Services, Crisis Management and Talent Pipelining.

Amongst the professional development of the conference program there were great opportunities for networking, including the networking function held at the conclusion of day one of the conference.



# 2018 ARV Regional Conference

The ARV regional conference brings together a diverse and knowledgeable group of industry leaders and decision makers from local government, aquatic, recreation and leisure facilities, product suppliers, service providers, consultancies, institutes of learning, and state government departments from right across the state.

The 2018 conference was held over two days and attracted 135 delegates along with 18 trade exhibitors.

This year the Victorian Regional Conference was held on 9th and 10th May 2018 at Mercure Ballarat. The purpose of the conference among others, included:

- Learning from and being informed by likeminded delegates covering challenges in regional Victoria; Providing an understanding of the issues faced;
- Discuss solutions and actions;
- Acknowledge the successes of the industry, and;
- Provide an opportunity for industry stakeholders to expand their professional networks.

The program for the 2018 conference covered topics such as:

- understanding and meeting demands of community pools;
- insights into the benefits of community aquatic facilities;



*Dave Florence  
Belgravia Leisure*

- human resource management
- swim school operations in the bush;
- new directions in facility management;
- health, pools and the link to community;
- maintaining and breathing life into aging pools;
- providing safer pools for community & staff.

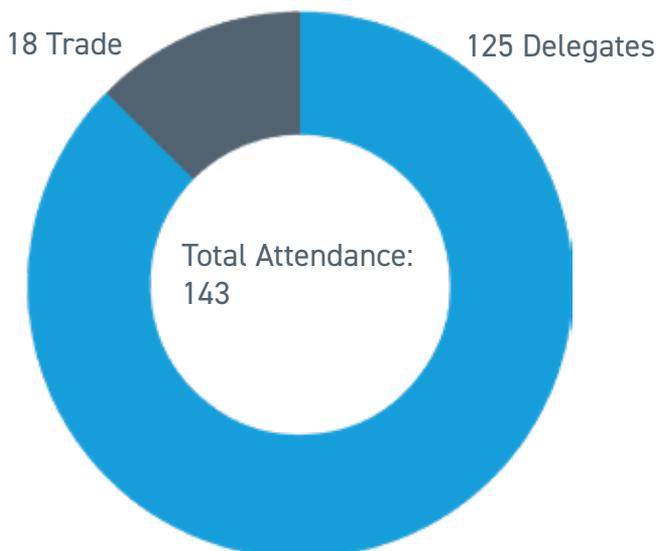
The ARV Regional Conference had the attendance of:

- Facility Managers
- Aquatic Coordinators
- Operations Coordinators
- Providers of products and professional services to ARC's
- Local government managers and coordinators in sport, leisure, recreation and parks
- State Government professionals
- Committees of managements
- Operators of privately-owned pools open to the public eg. motels, holiday parks, theme parks

Amongst the program and professional development opportunities the networking dinner was also had at the conclusion of day 1. The dinner was hosted at the venue, The Mercure Restaurant, which attracted approximately 100 guests and served as an opportunity for delegates and exhibitors to relax and engage in a setting which proved to be another valuable networking opportunity.



## ARV Regional Conference Attendance



# 2018 ARV Industry Awards

The 18th annual Aquatics and Recreation Victoria Industry Awards showpiece on June 15 was a record-breaking instalment of the gala event for the state peak body.

Held at the magnificent Docklands venue, Peninsula, ARV welcomed and entertained 732 guests, the most ever assembled, to the black-tie 'safari-themed' event where 65 industry organisations and councils were represented. Highlights of the evening being the prestigious announcement of the 2018 Outstanding Contribution Award, Awarding the Facility of the year and the induction of Aquatics and Recreation Victoria's two newest Life Members.

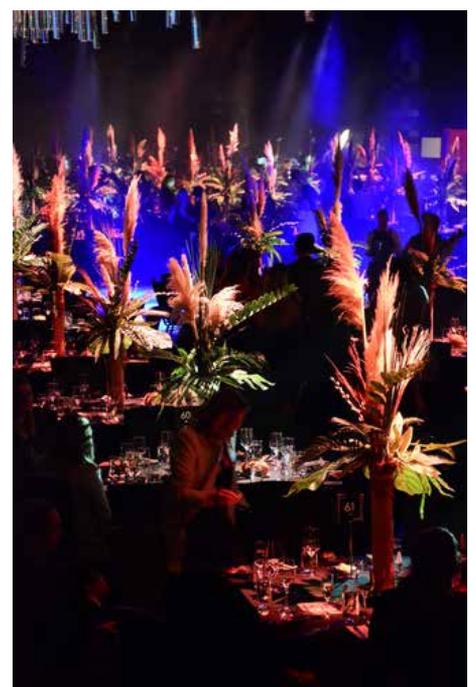
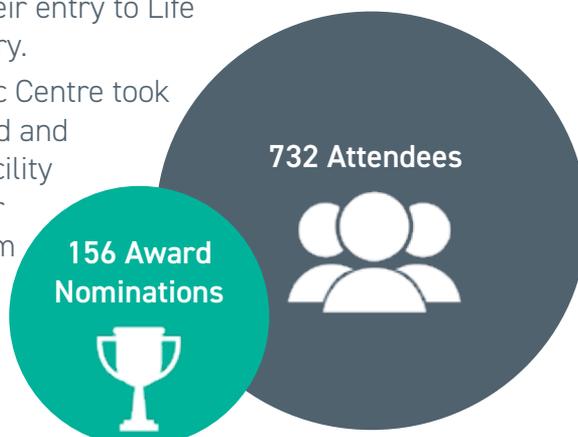
Hosted by Tony Jones from Channel 9, the evening acknowledged and celebrated outstanding achievements of individuals, programs and facilities within the Victorian aquatics and leisure industry over the previous 12 months.

The 20 awards presented on the night attracted a record 156 nominations indicating the significance the awards hold within the aquatic and recreation industry.

This year's event was a celebration of the incredible hard-working individuals that make our industry so great and the wonderful organisations that provide leading programs and facilities to Victorian's of all ages and abilities. The number and level of nominations and the subsequent winners was of the highest caliber and the task of judging the winners by our panel of independent judges was a difficult one and I congratulate them all on a successful year and thank them for their contributions.

ARV Chairman, Andrew Hocking, made the announcement of the Outstanding Contribution award and the induction of two Life Members, all who have made a significant impact on the industry over a long period of time. We extend our congratulations to Bruce Mackay for his passionate and valuable contribution and to Tony Tranter and Karen Franceschini for their entry to Life Membership of the industry.

Glen Eira Sports & Aquatic Centre took home the keenly contested and coveted award for the 'Facility Management Award - Year Round Facility' laying claim to being Victoria's premium aquatic centre for the second time.



<b>Award Name</b>	<b>Winners Name</b>
<b>2018 Outstanding Contribution Award</b>	<b>Bruce Mackay</b> <i>Western Leisure Services</i>
<b>Duty Manager Award</b> Sponsored by Sunbather	<b>Gavin Skurrie</b> <i>Leisurelink - City of Greater Geelong</i>
<b>Membership Sales Award</b> Sponsored by Jonas Leisure	<b>Luke Duray</b> <i>WaterMarc – Belgravia Leisure</i>
<b>Pool Lifeguard Award</b> Sponsored by Life Saving Victoria	<b>Simon Rohan-Jones</b> <i>Yarra Leisure</i>
<b>Customer Service Award,</b> Sponsored by CERM Performance Indicators from University of SA	<b>Anita Wilson</b> <i>Kyneton Toyota Sports and Aquatic Centre</i>
<b>Swim Teacher Award</b> Sponsored by ASCTA	<b>Tabitha Cauchy</b> <i>Peninsula Aquatic and Recreation Centre</i>
<b>Swim Teacher for Infants, Toddlers and Preschool Award</b> Sponsored by Commercial Aquatics Australia	<b>Karina Palmer</b> <i>Ballarat Aquatic and Lifestyle Centre</i>
<b>Swim Teacher for Persons with a Disability Award</b> Sponsored by Supreme Heating	<b>Elaine Phillips</b> <i>City of Kingston Leisure Centres</i>
<b>Swim School Award</b> Sponsored by Peninsula Leisure	<b>Melbourne City Baths</b>
<b>Watch Around Water Award</b> Sponsored by Life Saving Victoria	<b>AquaPulse</b> <i>Western Leisure Services</i>
<b>Most Valuable Employee Award</b> Sponsored by YMCA	<b>Rachel Engelhardt</b> <i>Glen Eira Sports and Aquatic Centre</i>
<b>Marketing and Communications Award</b> Sponsored by Myzone	<b>Splash Aqua Park and Leisure Centre</b>
<b>Innovative Program Award</b> Sponsored by Belgravia Leisure	<b>Y Streetball</b> <i>North Melbourne Community Centre</i>
<b>Sustainability Award</b> Sponsored by Roejen	<b>Leisurelink Aquatic and Recreation Centre</b>
<b>Group Exercise Instructor Award</b> Sponsored by YMCA	<b>Libby Dewar</b> <i>Glen Eira Sports and Aquatic Centre</i>
<b>Personal Trainer Award</b> Sponsored by Techogym	<b>Catherine Corbett</b> <i>WaterMarc – Belgravia Leisure</i>
<b>Health Club Award</b> Sponsored by Precor	<b>Knox Leisureworks</b>
<b>Business Excellence Award</b> Sponsored by Aligned Leisure	<b>Sunbather Pty Ltd</b>
<b>Facility Management Award - Seasonal</b> Sponsored by Roejen	<b>Pines Forest Aquatic Centre</b>
<b>Facility Management Award - All Year</b> Sponsored by Roejen	<b>Glen Eira Sports and Aquatic Centre</b>
<b>Course Presenter Award</b> Sponsored by SPASA	<b>Neroli Nixon</b>



*Tabitha Cauchy*  
*Swim Teacher of the Year Award*  
Sponsor: ASCTA



*Karina Palmer*  
*Babies & Toddlers Teacher Award*  
Sponsor: Commercial Aquatics Australia



*Splash Aqua Park & Leisure Centre*  
*Marketing & Communications Award*  
Sponsor: Myzone



*Leisurelink City of Greater Geelong*  
*Sustainability Award*  
Sponsor: Roejen Services



*Libby Dewar*  
*Group Exercise Instructor Award*  
Sponsor: YMCA Victoria

# Strategic Projects in 2017/18

2017/2018 has been another busy year generating new strategic projects and continuing previous project work carried forward from 2016/17. 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 and organisations for their individual and collective contributions!



## ARV Online Training Initiative – Public Safety in ARC's – Supported by SRV

ARV believe that all patrons including adults, young people and children are entitled to a safe environment where everyone treats each other with dignity and respect at all times. This is why we are developing an online induction and training program for ARC Employees which provides a generalist message regarding public safety, including adult and child safety, more specifically what I can be done to prevent, identify, escalate and report incidents. The ARV induction training module expresses our commitment to Public Safety, in particular the safety of children in our centres.

With over 700 million visits to Aquatic and Recreation Centres annually and 700+ Victorian Public Facilities, we all play a role in providing safe and welcoming experiences for each member of our local communities. Unfortunately we know our centres are at risk of attracting sexual offenders, incidents of sexual offending and related inappropriate behaviours. Few industry staff have specific training in how to recognise, report and prevent 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. It is vital we build awareness and understanding of the type of incidents which may occur for both adult and child safety in your centres and learn about inappropriate behaviours of offenders for both adults and children to equip you to understand your responsibilities when dealing with incidents. In turn, we are aiming to reduce the risk and incidence of inappropriate behaviour in Victorian facilities.

The development of the online training program for new and inexperienced members of staff from all facilities across Victoria (and potentially beyond) will be available for use in 2018/19. This training initiative will assist new staff members to recognise, report and prevent offences in their facilities.

# Industry Education Project – Recreation & Aquatic Management Program (RAMP)

In an Aquatic and Recreation Industry first ARV and Bon Leisure have joined to establish the Recreation and Aquatic Management Program (RAMP) a week-long residential education program held over two years. The inaugural program will be held at San Remo's Silverwater Resort in November 2019. Every second year the program will be held at an interstate location.

RAMP is an educational program specifically designed for leaders and emerging leaders in the Aquatic and Recreation Facility industry. Drawing upon industry leaders and academics across Australia and Internationally. Bon Leisure, ARV and Victoria University have created this is a truly unique and outstanding program. Designed for senior and middle managers the course would also benefit many other all levels of the organisation. It is expected students from Australia and overseas will undertake the program.

This program is a unique combination of robust educational content, access to industry leaders with local and international experience and an opportunity to build relationships with industry peers

The curriculum covers key areas of Aquatic and Recreation management delivering tertiary standard theory presented by academics and real-life examples from experienced industry practioners. Subject areas include leadership, people management, marketing, customer service, program management, measuring and evaluating performance, communication and general management subjects such as legal and administrative matters.

The industry has so many talented people, furthering their skills and knowledge by engaging in a program of this caliber can only bring increased personal and professional success whilst growing expertise across the whole industry

This program speak directly to ARV's key strategic objective by providing quality professional development, foster and inspire the workforce of the future while retaining the current industry leaders.



The flyer features a dark background with a large blue circle on the left containing the word 'ramp' in white lowercase letters. To its right, the text 'education.com.au' is written in blue, with 'RECREATION AQUATIC management program' in smaller white text below it. A trail of green and blue dots leads from the circle towards the bottom right. On the right side, the text 'Taking industry's best operators to the next level' is written in white. Below this, 'Limited places. Enrol now!' is written in white. At the bottom left, 'See: [rampeducation.com.au](http://rampeducation.com.au)' is written in white. In the bottom center, the ARV logo (Aquatics & Recreation Victoria) is shown in green and blue. To the right of the ARV logo, the text 'Delivered by' is written in white, followed by the Bon Leisure logo (a blue circle with 'Bon' in white and 'education' in blue) and the word 'education' in blue.

RAMP residential education program flyer 2019

# 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.

The ARC industry has expressed a need for research that can establish a method to regularly collect data about the wellbeing / health and social outcomes of local ARCs. Accordingly, ARV has convened a project on behalf of Victoria's aquatic and recreation industry to drive the develop 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.

Unlike other studies of this nature, this project intends to establish an acceptable measure that can be applied at individual ARC / municipal levels and provide an overview of Victorian data. It is likely the measure will be based on a monetised value for the wellbeing / health and social outcomes but other standards, e.g., relative levels of social capital, may be more applicable. The measures will also need to have the capacity to segment ARC users according to particular sociodemographic, usage group and type of centre characteristics. This research brief is the next step in Aquatics and Recreation Victoria's commitment to identify and document the outcomes from ARCs.

The development of a research brief has been completed and was based on consultation with the ARC industry through email correspondence, conversations with key stakeholders and a workshop at an Aquatics and Recreation Victoria event. The consultation has seen the focus of the brief go through a few changes and the feedback from the ARC industry deemed that the priority was on the wellbeing / health and social outcomes.

Successful completion of the project will establish a research method that is applicable for a longitudinal study of up to nine years and will report on the wellbeing / health and social outcomes for each of the centres participating in the study

The direct outcomes of this project include:

- A documented measure for the wellbeing / health and social outcomes of ARCs
- An increased understanding by the ARC industry of how it achieves wellbeing / health and social outcomes at a local and state level.

The indirect outcomes include:

- An increased capacity for ARCs to incorporate wellbeing / health and social outcomes in the developments of their strategic plans
- A capacity to focus on ARC wellbeing / health and social outcomes over the next nine years to measure performance and explain the value of ARCs
- A capacity to influence decision-makers about the value of ARCs.

The final report and subsequent delivery of ARV's project to measure the health, wellbeing and social value of aquatic and recreation facilities is scheduled to complete in the 2018/19.



*Glen Eira Sports & Aquatic Centre  
Facility of the Year Award  
Sponsor: Roejen Services*



*Melbourne City Baths  
Swim School of the Year Award  
Sponsor: Peninsula Leisure*

*Michelle Redfern  
Keynote Presentation  
ARV Industry Conference*



# 2017/18 Industry Workshops



## How to position your club as a fitness authority through Small Group Training

This three session workshop held at Aquarena for the month of September 2017 facilitated by Fitness Professional Brendan Heaney conducted a number of theory and practical workshops on small group training.

Questions raised within the seminar encouraged participants to think about how their small group training program is positioned in the current market and how to improve and expand it.

Questions raised included, In a competitive market where does your Small Group Training and Fitness products fit in? How is your program positioned and who is it catered for? These are all questions asked when designing an effective fitness product for members and to attract new prospects in a highly competitive market.

The workshop provided tools and road maps to be able to effectively design, market and land an effective fitness product in facilities for members. Building the foundations to become a fitness authority in the current market and local community along with enhancing incoming enquiries & social media leads.

## Introduction to Autism Spectrum Disorder and Core Strategies for Child Swimming Lessons

ARV ran two sessions on Introduction to Autism Spectrum Disorder and Core Strategies for Child Swimming Lessons. After the popularity of the first session at Ivanoe Aquatic Centre in October was a sold out edition, a second series on the opposite side of town at Casey Race was conducted in March. Both sessions were conducted by Fiona Ransley from AMAZE and had supported autistic people in the community and in the education system, both in Australia and in Ireland.

As 1 in 100 children are currently being diagnosed in Australia with Autism, Fiona discussed how staff that were teaching children on the spectrum could better understand and be able to support

their needs. The seminar included workshops on transitions , strategies, communication, social environment regarding swimming lessons and aquatic atmospheres.

## Membership, Recruitment, Retention, Emerging Leaders of a Younger Generation

On 7 March 2018 at Harold Holt Aquatic Centre, ARV conducted a breakfast seminar on Membership, Recruitment, Retention, Emerging Leaders of a Younger Generation. The sold out event attracted over 60 delegates which has four presenter on four topics during the two hour breakfast.

Speakers included:

- Shane Dunne - Aligned Leisure,
- Matt Holman - YMCA,
- Mark Maybury - Belgravia Leisure
- Alexandra Crow – Richmond Football Club

The workshop covered a variety of membership and recruitment strategies, retention initiatives and how to engage the younger generation into leaders.



*Introduction to Autism Spectrum Disorder and Core Strategies for Child Swimming Lessons*



*Bruce Mackay  
Outstanding Contribution Award  
Sponsor: Beaufort Family*



*Catherine Corbett  
Personal Trainer Award  
Sponsor: Technogym*



*Gavin Skurrie  
Duty Manager Award  
Sponsor: Sunbather*



*Neroli Nixon  
Course Presenter Award  
Sponsor: SPASA*



*2018 ARV Awards entertainment*



*Grant Connors delivering CEO's address at the 2018 ARV Awards*

# ARV Programs

## VICSWIM Summer Kidz

The Vicswim program is an intensive learn to swim program held over the first three weeks of January. The program introduces children to swimming and survival skills during 30 minute lessons, conducted over five consecutive days.

The 2018 Vicswim program was again a resounding success.

In the post program survey, 37% of parents indicated the Vicswim program was the only swimming lessons their children had participated in during the last 12 months. This means, if it was not for the Vicswim program over 3,000 Victorian children would not have had swimming lessons in the last 12 months.



In May this year, the Victorian Minister for Sport, Hon. John Eren MP announced that the state government committed \$1.2m to Aquatics Recreation Victoria over the next three years to support the continued running of the program.



**77%:** Percentage of enrolments in Regional Victoria



**138 Venues** (↑ 5.3%)



**10,649:** Number of enrolments in 2018 (↑ 2.2%)



**240 Swim Teachers** delivered the program



**10 Customer Service staff** and 12 Regional Co-ordinators



**Located in 51 Municipalities** Victoria-wide

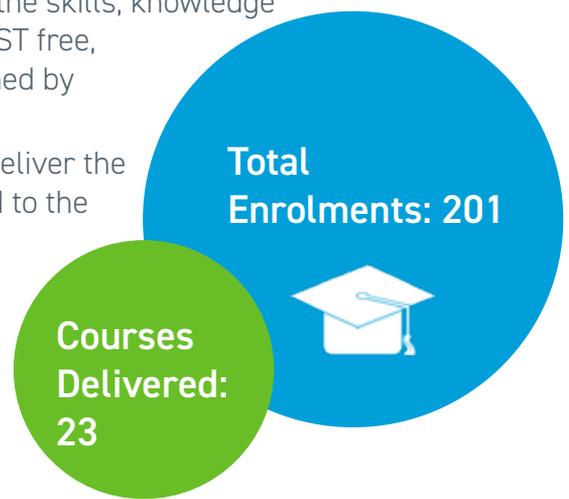


# Swim Australia Teacher Courses



Strategic Objective 2 of the ARV Strategic Plan 2017-19 highlights ARV's intent to provide quality learning and training opportunities to foster and inspire the workforce of the future. A critical element and widely known challenge to the aquatics industry in particular is the under supply of swim teachers at our pools. Facilitating Swim Australia Teacher Courses provided ARV an opportunity to increase the talent pool in an industry that is so desperate for greater supply. ARV continued to support the sector's employment challenges by coordinating fortnightly Swim Australia Teacher courses across 2017-18. ARV held a total of 23 courses around the state throughout the year injecting more than 200 qualified swim teachers to workforce talent pool. Four different courses were offered including elementary courses Swim Australia Teacher of Babies & Toddlers, Swim Australia Teacher of Competitive Swimming and the most common Swim Australia Teacher course. The fourth course offered throughout the year was the Swim Australia Teacher – Learners with Disability Course. The courses deliver the skills, knowledge and assessment to gain the competencies required to deliver GST free, water related, personal safety and survival lessons as determined by the federal government.

ARV would like to acknowledge the venues who allowed us to deliver the courses in their pools and conference rooms each weekend and to the inspirational course presenters who share their wisdom and knowledge with the participating students.



# Play It Safe By The Water



Play It Safe by the Water is a public education and awareness program that aims to increase safety around water and reduce the number of drowning incidents in Victoria.

In 2017/18, Aquatics and Recreation Victoria in conjunction with Austswim Victoria and Life Saving Victoria supported Victorian primary school's efforts towards providing swimming and water safety lessons to students as part of the 2018 Victorian curriculum. This was done through a video competition initiative called 'Primary Kids' Play It Safe By The Water'.

The 2018 Primary Kids' Play It Safe By The Water Video Competition provided Victorian primary schools an opportunity to win up to \$10,000.00 towards their school swimming program. The competition submissions consisted of a short (1 minute) video featuring key water safety messages relevant to the school's local aquatic environment. The objective of the competition was to increase the awareness of risk associated with swimming and

recreational activities through focused demographic or population specific challenges in the schools local aquatic environment.

Congratulations to Cowes Primary School who won 1st prize and collected \$10,000 prize money towards their swimming and water safety program. Congratulations also to Carrum Primary School, 2nd Place and Port Phillip Specialist School, 3rd place who both accepting \$5,000 prize money towards their swimming and water safety programs.

ARV also provided the annual delivery of Play It Safe By The Water promotional merchandise to 210 aquatic facilities across Victoria in an effort to continue the strong message of playing it safe by the water.



# National Swimming & Water Safety Symposium

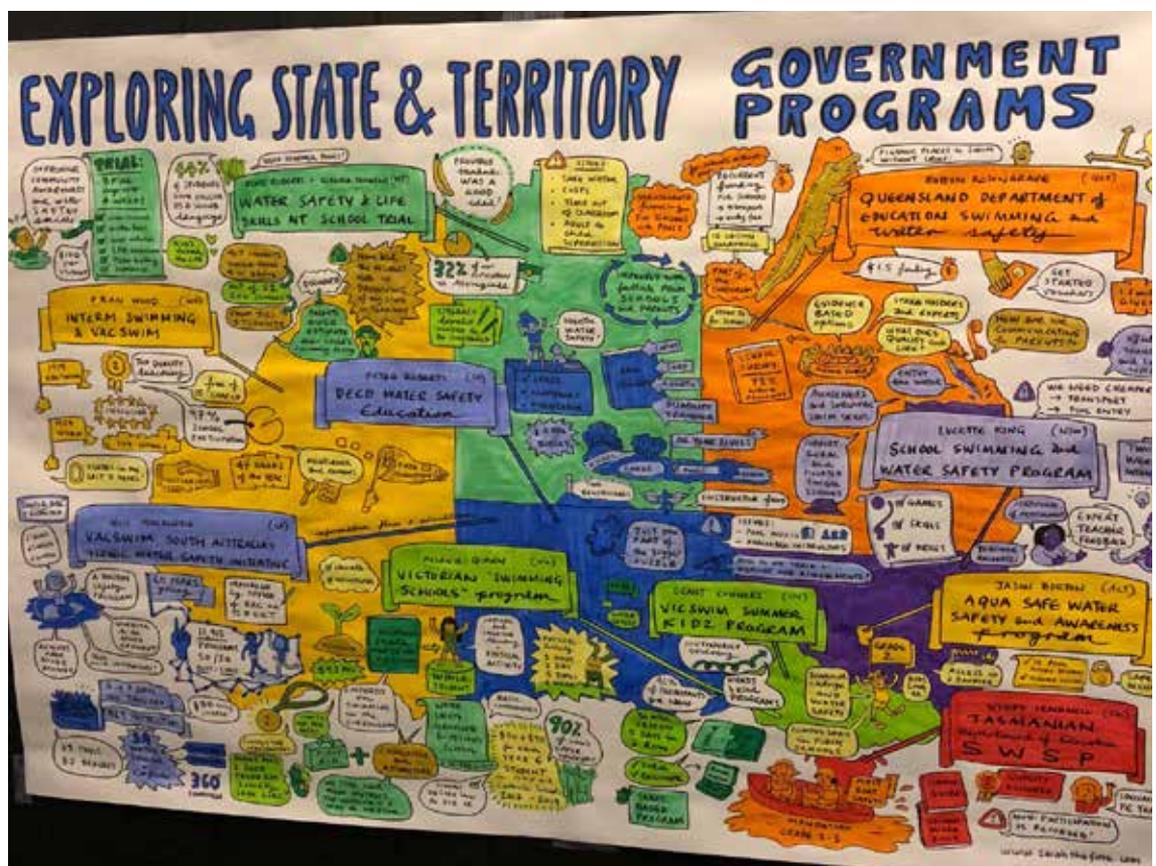
On Wednesday 9th May Royal Life Saving Society of Australia hosted the 2nd National Swimming & Water Safety Education Symposium in Darling Harbour. I was privileged to join the symposium and was asked to present on the work we are doing with the Vicswim program and in particular provide the industry with an overview of the age and skill levels that the program covers. The Symposium discussed a number of national water safety issues and concerns as well as hearing from various states and territories on how they are addressing the Australian drowning statistics. Highlights of the symposium included:

- Presentation session outlining Government funded programs from across the country
- Working collaboratively and workshopping issues and solutions with industry experts
- Seeing the Royal Life Saving team presenting their most recent research findings and the draft National Swimming and Water Safety Framework
- Presentations including those from Rainbow Club, ASC Youth Engagement, State Government programs, benchmarking research, preschool philosophies and outreach programs

This was the second symposium which once again brought together Government, Industry, Private Sector and Academia to continue the discussion, present new research, review achievements and facilitate group workshops.

The Symposium objectives were to:

1. Support Australian Water Safety Strategy Goal 1 – Reduce Drowning deaths in Children Aged 0-14 years and Goal 2 – Reduce Drowning deaths in Young People Aged 15-24 years, specifically key objectives vi. & vii. relating to swimming and water safety education and ii. relating to participation in lifesaving education programs during secondary school years, respectively.
2. Continue to engage and collaborate with a range of key stakeholders from across Industry, Government, Private Sector and Academia.
3. Report on progress against the 1st Symposium Statements and Actions.
4. Facilitate presentations and workshop discussions including the revision of the National Swimming and Water Safety Framework



National Water Safety Symposium, 2018  
Art created to reflect all of the work done around Australia contributing to water safety



*AquaPulse  
Watch Around  
Water Award  
Sponsor: Life Saving  
Victoria*



*Simon Rohan-Jones  
Pool Lifeguard  
Award  
Sponsor: Life Saving  
Victoria*



*Y Street Ball  
Innovative Program  
Award  
Sponsor: Belgravia  
Leisure*



*Elaine Phillips  
Teacher of Persons  
with a Disability  
Award  
Sponsor: Supreme  
Heating*



*Pines Forest  
Aquatic Centre  
Facility  
Management -  
Seasonal Award  
Sponsor: Roejen  
Services*



*Anita Wilson  
Customer Service  
Award  
Sponsor: CERM PI*



*Rachel Englehardt  
Most Valuable  
Employee Award  
Sponsor: YMCA  
Victoria*



*Knox Leisureworks  
Health Club Award  
Sponsor: Precor*



*Luke Durray  
Membership Sales  
Award  
Sponsor: Jonas  
Leisure*



*Sunbather  
Business Excellence  
Award  
Sponsor: Aligned  
Leisure*

# ARV Sponsors and Trade Partners

ARV has been supported by some incredible sponsors this year. Thanks to their continued support, our cornerstone events such as the Industry Awards Gala and Industry Conferences have been so successful. ARV are forever grateful for the unwavering support of our Sponsors and Trade Partners of 2017 - 18.

## ARV Industry Sponsors

Gold	Mattioli
Silver	Roejen Services
Bronze	Precor
	Technogym
	Commercial Aquatics Australia
	Jonas Lesiure
	Sunbather
	Supreme Heating
	Heliocol
	ASTCA
	Myzone



ARV Gold sponsors Mattioli - trade table at ARV Industry Conference 2018

## ARV Trade Partners and Industry Sponsors

Aligned Leisure	Commercial Pool Robotics	Mattioli	Synergy Fitness
Armstrong Aquatics	Elite Pool Covers	Metz Tiles	Technogym
ASCTA	Everglaze	Myzone	Tim Batt Water Solutions
Astral Pools Australia	Farley Pools	Peninsula Leisure	University of South Australia
Australasian Leisure Management Magazine	Heliocol	Precor	Waterlilly
Belgravia Leisure	Ian Coobes Australia	Roejen Services	YMCA Victoria
Beaurepaire Family	Johnson Health Tech Australia- Matrix Fitness	SPASA	Zoggs
BlueQ	Jonas Leisure	Sport and Venues	
Ceramic Solutions Australia	Life Saving Victoria	Sunbather	
Commercial Aquatics Australia	LINKS/Debit Success	Supreme Heating	



ARV Members SPLASH Hume at the 2018 Regional Conference



Trade stall for Armstrong Aquatics



Silver Sponsor Roejen

# ARV Engaging the Members and Industry



Christmas Party  
Attendees: 61

Face to Face Member  
Meetings: 111

Email  
Newsletter  
Editions: 30  
Recipients: 3000  
Over 90,000  
emails sent

## Social Media Reach

  
VICSWIM  
Facebook:  
5,249 Likes  
@vicswim1

ARV Facebook:  
1,709 Likes  
@aquaticsandrecreation

  
ARV Twitter:  
415 Followers  
@aquarevcv

VICSWIM Twitter:  
220 Followers  
@VICSWIM1

  
ARV Instagram:  
409 Followers  
@aquaticsandrecreationvic

VICSWIM Instagram:  
216 Followers  
@vicswim1



# 2017/18 Financial Reports

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
<b>REVENUE</b>		
Enrolment & Associated Fees	595,237	567,335
Grants & Sponsorships	577,654	587,073
Interest	1,209	3,413
Membership Subscriptions	80,731	66,413
<b>Total Revenue</b>	<u>1,254,831</u>	<u>1,224,234</u>
<b>EXPENDITURE</b>		
Activity Operating Costs	583,083	656,361
Depreciation & Amortisation	36,030	30,691
Energy, Rates & Maintenance	17,934	13,406
Insurance	4,531	2,433
Marketing	16,576	9,186
Office Costs	39,516	9,943
Other	8,559	11,466
Printing & Photocopying	17,208	25,995
Professional Fees	37,816	20,363
Staffing Costs – Office	455,044	398,825
Telecommunications	15,903	14,243
Travel & Accommodation	15,316	10,634
<b>Total Expenditure</b>	<u>1,247,516</u>	<u>1,203,546</u>
<b>Profit/ (Loss) Before Income Tax</b>	<u>7,315</u>	<u>20,688</u>
Income Tax Expense	5,817	-
<b>Profit/ (Loss) After Income Tax</b>	<u>1,498</u>	<u>20,688</u>

**STATEMENT OF FINANCIAL POSITION**  
AS AT 30 JUNE 2018

	2018 \$	2017 \$
<b>Current Assets</b>		
Cash & Cash Equivalents	222,275	153,111
Trade & Other Receivables	40,209	26,941
Prepayments	4,320	9,891
Inventories	-	-
	<u>266,804</u>	<u>189,943</u>
<b>Non Current Assets</b>		
Property, Plant & Equipment	502,247	523,853
Intangible Assets	29,696	44,120
	<u>531,943</u>	<u>567,973</u>
<b>Total Assets</b>	<u>798,747</u>	<u>757,916</u>
<b>Current Liabilities</b>		
Trade & Other Payables	84,443	56,365
Deferred Income	35,285	37,868
Employee Benefits	14,106	4,023
	<u>133,834</u>	<u>98,256</u>
<b>Non Current Liabilities</b>		
Employee Benefits	4,594	839
	<u>4,594</u>	<u>839</u>
<b>Total Liabilities</b>	<u>138,428</u>	<u>99,095</u>
<b>Net Assets</b>	<u>660,319</u>	<u>658,821</u>
<b>Equity</b>		
Accumulated Surplus	660,319	658,821
<b>Total Equity</b>	<u>660,319</u>	<u>658,821</u>

The financial statements included in the ARV annual report have been derived from the full financial report. Financial information can be obtained from the full financial report and auditor's report and is made available to all members on request, free of charge.





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