

# Annual Report 2018-19



AQUATICS &  
RECREATION  
**VICTORIA**

Working together  
for a better industry.





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# A Message from the Chair

*Andrew Hocking*



This past year has been another successful, rewarding, inclusive and positive year as ARV has continued to provide sound leadership, opportunities, developments and offerings to the industry as we make it better by working together!

The Board's annual review and planning meeting confirmed that the vision and direction of ARV continues to be relevant and worthwhile. The efforts of the Facility Management and Learning and Development Standing Committees provided thoughtful and important discussions to assist in establishing a clear pathway and also to deal in a timely way to current and emerging issues and trends. Sincere thanks to Paige Buse, Jo Hansen and Ben Tudhope from the board for their work with these two groups.

Our key industry events have again been highly successful. The two conferences, ARV Industry Conference at the Pullman on the Park, Melbourne and the ARV Victorian Country Pools Conference at Allumbra Theatre, Bendigo were wonderful professional learning and development, and networking occasions. As too were the Industry Awards dinner held at The Peninsula Docklands. Not only do these main events provide these industry opportunities, but also the Health Club Networking Committee, the Advancing Women in Aquatics and Recreation course, Operations Networking Committee, Local Council group and a number of industry specific seminars are valuable and important elements of the ARV's role within the industry.

The VICSWIM program was also a great success and provided over ten thousand young Victorians across the regional and metropolitan areas and in pools and natural venues the opportunity for five consecutive days of water safety and swimming tuition. ARV is grateful of the financial support of the Andrews Labor Government, the management of each venue and the families who participate in the VICSWIM program.

Congratulations to Nic Hall and Nigel Taylor, two stalwarts of the industry, on being recognized and honoured with ARV Life Membership for their wonderful and longstanding contribution to Aquatics and Recreation Victoria.

This year we also held the inaugural ARV Life Members Lunch. Held in February in the centre of Melbourne, this occasion allowed for nearly all our life members to come together, chat about their experiences in the industry, hear more about current activities and share a meal together. A fabulous new addition to the calendar and an ongoing way to acknowledge their contribution to ARV.

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 their teams who work tirelessly to provide relevant, contemporary and outstanding programs and opportunities for the industry. I thank Grant Connors most sincerely for his excellent leadership as CEO of ARV over the past few years and acknowledge all he has done and the fine legacy he leaves as he moves to another role within the industry.

Thank you very much to the ARV board members Alexia Morgan, Ben Tudhope, David Le Page, Jo Hansen, Kathy Parton, Paige Buse and Ray Smith for their vision, efforts, expertise and contribution to ARV in a variety of different ways.

There is much to be pleased and proud of and with the industry's support, we will continue to work together for the betterment of our industry going forward.

**Andrew Hocking**

Chairman

Aquatics and Recreation Victoria

# A Message from the CEO

*Grant Connors*



It has been another significant year for ARV and I would like to begin by thanking the board, staff and in particular the members for their continued support of our services. We are pleased to once again report on a year of sustained growth assisted through consistency internally with another year of member services under the guidance of Taya Phillips. Membership numbers once again rose for the 4th consecutive year along with an increase in our face to face member meetings. These member meetings have been an integral element for ARV to remain across the industry trends and challenges. Our digital presence has continued to growth with a database combination reaching close to 40,000 people.

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 2018/19 we delivered various industry conferences, tailored workshops, information sessions, webinars, breakfast seminars, training courses, swimming and water safety programs along with the Aquatics & Recreation Victoria Annual Awards.

Our marquee event and hugely valued ARV Industry Awards program delivered another pivotal opportunity for our industry to acknowledge excellence. A 700 strong crowd gathered at the stunning Peninsula Docklands venue where a James Bond theme consumed the room. The gala is fitting for an industry that provides so much for our state and in particular the respective communities in which we serve. Congratulations to all that were nominated and those that were rewarded with the win on the evening.

This year saw the introduction of the ARV Life Member Luncheon. This annual luncheon is an opportunity to acknowledge the contribution of the Victorian aquatic and recreation industry's most influential people. The life member alumni gathered to celebrate the induction of ARV's two newest recipients of Life Membership Dr Nigel Taylor and Nic Hall. The new format provided an opportunity for our organisation's life members to network in elite company, reminisce on the industry past and present, while keeping an important link between the history of Aquatics & Recreation Victoria and the future of the industry. Our new inductees, Nic and Nigel were again acknowledged and congratulated on their life membership at the ARV Industry Awards Gala.

Thank you to our industry partners, members and stakeholders who have supported ARV across the past 12 months. We continue our strong partnership with the Victorian State Government, and in particular the Department of Health & Human Services, Sport & Recreation Victoria and the Water Unit through a number of key industry programs. These partnerships continue to go from strength to strength and are critical in delivering strategic services to our industry.

My sincerest thank you goes to the ARV board, led by chair Andrew Hocking who continually support the staff's vision and direction throughout another productive year. The board continues to drive our organization to deliver value to our sector and has been supportive of fresh opportunities throughout 2018/19 and beyond.

Our team, on behalf of our members, look forward to continuing our organisations growth and building on a strong 2018/19 year.

## **Grant Connors**

Chief Executive Officer

Aquatics and Recreation Victoria Inc.



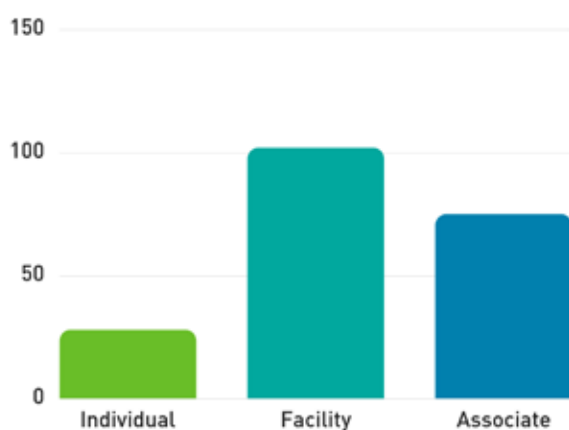
# ARV Members

ARV is incredibly grateful for all of our members throughout 2018-19. Every facility, organisation and individual has helped ARV to continue towards its mission of working together for a better industry. ARV looks forward to creating more opportunities to bring together a whole of sector approach in bringing industry's experts to share knowledge, network and educate our industry.

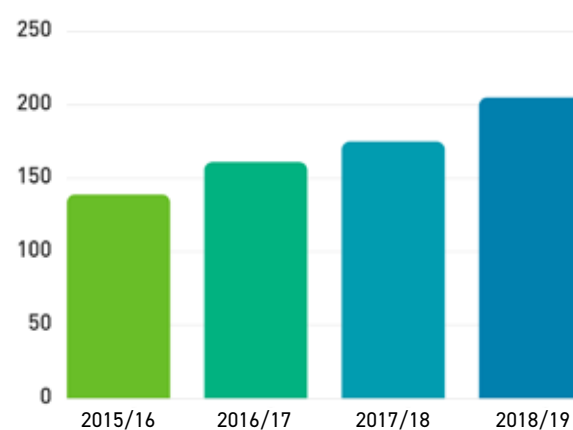
## Membership as of 30th June 2019

- 205 members
- 28 Individual
- 102 Facility
- 75 Associate

## ARV 2018/19 Members breakdown



## Membership growth since 2015



*The team from Monash Aquatic and Recreation Centre*



*ARV Gala Awards - James Bond*

## Life Members

1986 Dr. John Gregson	2010 Genevieve Lehmann	2015 Greg Goulet
1988 Len Willmer	2010 Jill Mazzini	2016 Jillian Cooper
1993 Peter Mulligan	2011 Judy Muir	2016 Paul Stafford
1993 Ted Tullberg	2011 Andrew Whittaker	2017 Tony Tranter
2003 Peter Meaney	2012 Kate Nicholls	2017 Karen Franceschini
2009 Jean Kemp	2013 Meredith King	2018 Dr Nigel Taylor*
2009 Sarie Lowdon	2013 Jenni Maclean	2018 Nic Hall*

Thank you to all of our life members' invaluable contributions to the industry.

\* Congratulations to this years inductees.

## Individual Members

Baillie, Jessica	Fiona Skinner	Lehnen, Benjamin
Beattie, Luke	Grayland, Christina	Lightfoot, Marcus
Davey, Neil	Green, Warren	Summers, John
Diprose, Brett	Lavery, Bruce	Van Eyk, Katrina
Du, Eric		

## Associate Members

@Leisure Planners	City of Yarra	Myrtha Pools
Aflex Technology	Clublinks	MyZone
Aligned Leisure	Commercial Aquatics Australia	Nillumbik Shire Council
Aquachem Australia	Commercial Pool Robotics	NovoFit
Armstrong Aquatics	Debit Success	Nunawading Swimming Club
AUSTSWIM	Flowcrete Australia	Otium Planning Group
Banyule City Council	Gumbuya World	Precor Australia
Bass Coast Shire	Heliocol Victoria	Roejen Services
Bluefit	Hume City Council	Ryle, Michael
Bluegum	Imagination Play	Shire of Campaspe
Brimbank City Council	IntegraPay Pty Ltd	Smart Connection Consultancy
Cardinia Shire Council	Jonas Leisure	Southern Grampians Shire Council
Ceramic Solutions	Life Fitness	Sunbather Pty Ltd
City of Ballarat	Life Saving Victoria	Supreme Heating
City of Boroondara	Macedon Ranges Shire Council	Swimming Victoria
City of Casey	Manningham City Council	Technogym
City of Greater Bendigo	Mattioli	University of South Australia
City of Greater Dandenong	Metz Speciality Materials	Wellington Shire Council
City of Greater Geelong	Mildura Waves Aquatic & Leisure	Western Leisure Services
City of Kingston	Mitchell Shire Council	Wyndham City Council
City of Melbourne	Monash University (Monash Sport) Doug Ellis	Yarra Ranges Shire Council
City of Melton	Moonee Valley City Council	YMCA Victoria
City of Monash	Moreland City Council	Zoggs Australia
City of Whittlesea	Mount Alexander Shire Council	

## Facility Members

Aquahub Croydon	Ashburton Pool & Recreation Centre	Boroondara Sports Complex
Aqualink Box Hill	Australian Swimming Coaches & Teachers Association	Brennan Park Swimming Pool
Aqualink Nunawading	Bairnsdale Aquatic and Recreation	Bright Waves Swim School
Aquanation	Belgrave Outdoor Pool	BrimbankSALC
AquaPulse	Belgravia Leisure	Broadmeadows Aquatic and Leisure Centre
Aquarena Aquatic and Leisure Centre	Bellarine Aquatic and Leisure	Brunswick Baths
Aquazone Warrnambool	Berwick Leisure Centre	Camberwell Grammar School
Ascot Vale Leisure Centre	Bluewater Fitness Centre	Cardinia Life

## Facility Members Continued

Carlton Baths	Heathcote Swimming Pool	Peter Krenz Leisure Centre
Carnegie Swim Centre	Ivanhoe Aquatic Centre	Plenty Valley Health and Wellness Studio
Casey ARC	Kardina Aquatic Centre	Prahran Aquatic Centre
Casey RACE	Kensington Community Recreation Centre	Queens Park Swimming Pool (Belg
Caufield Recreation Centre	Kew Recreation Centre YMCA	RACV Club City Fitness Centre
Civic Reserve Recreation Centre	Kilsyth Centenary Pool	RecWest Braybrook
Clayton Aquatic and Community Centre	Knox Leisureworks	RecWest Footscray
Coburg Leisure Centre - YMCA	Lakes Aquadome	Reservoir Leisure Centre
Collingwood Leisure Centre	Lara Swimming Pool	Richmond Recreation Centre
Craigieburn Leisure Centre	Leisure City Epping	Robinvale Leisure Centre
Crib Point Pool	Leisurelink	Somerville Health and Fitness Studio
Dandenong Oasis	Lilydale Outdoor Pool	SPLASH
Deakin University Burwood	Macleod Recreation Centre	Splashdown
Deakin University Waurin Ponds	Maribyrnong Aquatic Centre	Springers Leisure Centre
Diamond Valley Sports & Fitness	Marong Swimming Pool	Sunbury Leisure Centre
Doveton Pool	Melbourne Sports & Aquatic Centre	Sunshine Leisure Centre
Eagle Stadium	Melton Waves Leisure Centre	Super Swim School
East Keilor Leisure Centre	Mill Park YMCA	Swan Hill Leisure Centre
Eltham Leisure Centre	Monash Aquatic and Recreation Centre	Swan Hill Outdoor Pool
Endeavour Hills Leisure Centre	Monbulk Aquatic Centre	Swimworld Glen Waverley
Faith Leech Aquatic Centre	Noble Park Aquatic Centre	Thomastown Recreation Aquatic Centre
Fawkner Leisure Centre	Northcote Aquatic & Recreation Centre	Watermarc
Fitzroy Swimming Pool	Oakleigh Aquatic Centre	Waterworld Geelong
Glen Eira Sports and Aquatic Centre	Olinda Community Pool	Werribee Outdoor Pool - Western Leisure
Gurri Wanyarra Wellbeing Centre	Olympic Leisure	Windy Hill Fitness Centre
Harold Holt Swim Centre	Pelican Park Recreation Centre	Wodonga Sports & Leisure Centre
Hawthorn Aquatic and Leisure Centre	Peninsula Aquatic Recreation Centre	Yarra Centre
Healesville Outdoor Pool		





*ARV Industry Community Impact Award winners, GESAC*



*ARV Facility Management Award winners, Swan Hill Leisure Centre*

# 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.

## 2018-2019 ARV Board of Directors Movements

			Meetings Attended
<b>Andrew Hocking</b>	Chair		6/6
<b>David LePage</b>	Finance & Risk		2/6
<b>Paige Buse</b>	Facility Management Standing Committee Director	Commenced November 2018	4/4
<b>Jo Hansen</b>	Learning & Development Standing Committee Director		4/6
<b>Grant Connors</b>	CEO		6/6
<b>Alexia Morgan</b>	Co-Opted Director		6/6
<b>Ray Smith</b>	Co-Opted Director		4/6
<b>Kathy Parton</b>	Co-Opted Director		4/6
<b>Ben Tudhope</b>	Co-Opted Director		6/6



ARV Board with Keynote Speaker Dr Bridie O'Donnell at the 2018 ARV Industry Conference



# 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**  
Ben Tudhope



## Elected Director

**Facility Management  
Standing Committee**  
Paige Buse



## Co-Opted Director

**Skill/Industry Based**  
Alexia Morgan



## Co-Opted Director

**Skill/Industry Based**  
Ray Smith



## Co-Opted Director

**Skill/Industry Based**  
Kathy Parton



## Co-Opted Director

**Skill/Industry Based**  
Jo Hansen





# 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 professional development and required qualifications of the industry, and share knowledge regarding valuable training programs or challenges with staff training. A further four networking committees occur quarterly representing the key areas of Operations, Swim School, Health Clubs and the newest of the special interest group is the Local Government Facility Management Group.

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

These committees are designed for ARV and the wider industry to collaborate and key industry trends and challenges. Attendees can contribute and discuss ARV projects and activities, and collectively problem solving and provide feedback for our industry.

Throughout 2018-19, these committees have been active either undertaking meetings or working on key ARV Projects



# The Learning and Development Standing Committee

After a year of review for the L&D Standing Committee last year, an expression of interest was distributed in February 2019 by ARV to activate a new group of energized members to the committee. Twelve fantastic industry leaders engaged in the committee this year and were tasked with industry consultation and input on a number of key ARV projects including:

- Finalising the ARV online Public Safety Induction Module in June 2019
- Collaborating and consultation on the content and structure of the 2019 ARV Metro Conference
- Providing feedback on behalf of the industry and members to the Victorian Skills Commission Industry Group on Careers in the Sport, Fitness and Recreation Industry.

One meeting was held on the 14th of March 2019 and a number of offline meetings occurred to complete these projects on behalf of the industry. Finalising the ARV Public Safety Online Induction Module by June was a priority for the Standing Committee and is now available for ARV Members to utilize in Organisational Employee Induction Processes.

ARV wishes to thank the following committee members for their time and commitment to the development of industry ARV learning and development in 2018/19:

- Claudia Stewart and Kim Nuthall – Glen Eira Leisure
- Eric Du – Learn to Swim Victoria
- Aaron Moore and Chrissy Grayland – SPLASH
- Simon Begir – PARC, Charlotte Hurst – YMCA
- Kirsten Kruse – AUSWIM
- Reyna Johanson – Active Stonnington.

# Facility Management Standing Committee

Throughout 2018-19 the Facility Management Standing Committee meeting focused on several topical issues and at when key representatives across Victoria gathered at Glen Eira Sports & Aquatic Centre they discussed areas which included:

- A case for removing tiles and painting pools, presented by Govind Kartha who undertook the process of tile removal at Glen Eira Sports and Aquatic Centre.
- Standards, Music Licensing (OneMusic) and Fees, presented by Scott Bumpstead from Fitness Australia.
- Changes to the Guideline's for Safe Pool Operations with representation from Andy Dennis from Life Saving Victoria.
- The Transgender Community and access to change rooms in leisure facilities.

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.

# Awards and Conferences

## 2018 ARV Industry Conference

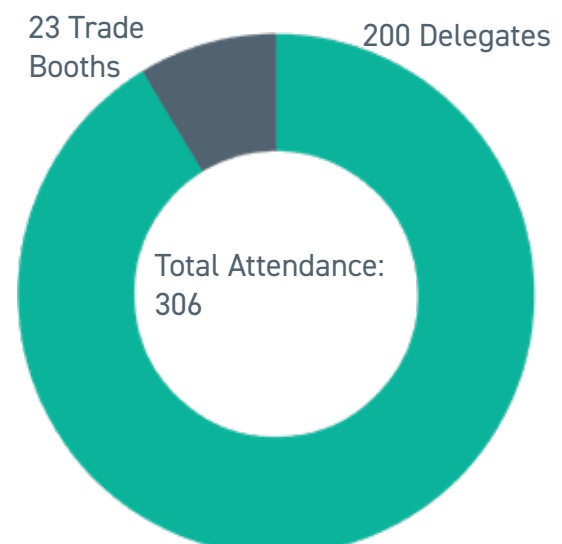
An assembly of over 300 industry representatives and 50 presenters converged in Melbourne for the annual Aquatics and Recreation Victoria Industry Conference on the 20th and 21st of September.

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.



# 2019 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. The 2019 Aquatics & Recreation Victoria Regional Conference was held in Bendigo on May 9th and 10th at the Ulumburra Theatre where 22 presenters took the stage to share their insights with the regional representatives. Amongst the presenters was keynote Steve Sammartino who discussed the future of regional opportunities through technology advancements. 80 delegates and 20 trade exhibitors joined the 22 presenters through both days of presentations and networking events as well as the hugely popular facilitated workshops.

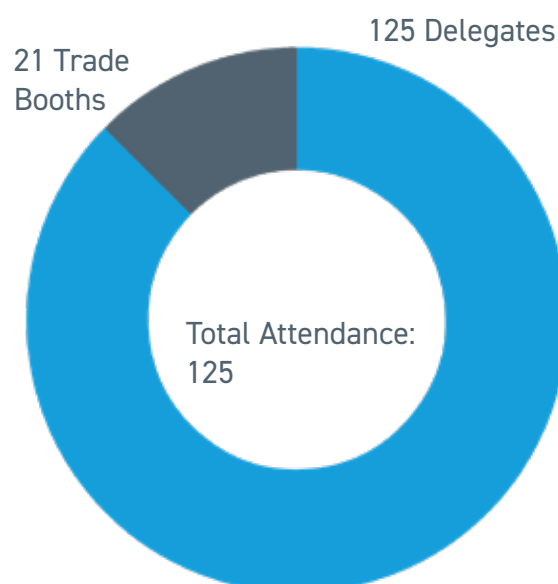
A site tour of the brand new Gurri Wanyarra Wellbeing Centre was held on Wednesday 8th of May with a full tour of the new facility prior to the commencement of the 2 day program.

The 2019 program included topics such as:

- New Supervision Section of the GSP0
- Industry Trends & Innovation in a regional context
- How regional facilities can utilise virtual fitness
- School Swimming in your community - the pool, classroom and beyond.
- School Swimming, Are we doing it right?
- Addressing Asset Management
- Vicswim Learnings from 2019 in building regional programs
- The Future of Recreation Digital Technology
- Regional collaboration for localised Issues and challenges
- Environmental practices win, win, win, on greenhouse emissions
- The next generation of renewable energy solutions driving down the operating cost for Aquatic Centres
- Recruitment Strategies for a Different Generation, Leadership
- Pathways for Grey Nomads
- Creating a professional and engaging brand and online presence for aquatic facilities.



## ARV Regional Conference Attendance





- Visitation Strategies, Cost Per Visit on Free Entry
- The Science behind Mental Health
- Expectations of Disability, Inclusion and Mental Health within the community
- Connecting and Communicating with Remote Communities for Regional New Arrivals

This conference was once again supported by a number of sponsors and trade exhibitors who ARV would like to thank. Our partners in delivering such an important event on the annual calendar for our regional members include:

## ARV Regional Conference Trade

Life Floor	Imagination Play
Myzone	Precor
Life Fitness	Sunbather
Commercial Pool Robotics	Heliocol Solar
Mattioli	Technogym
Supreme Heating	Commercial Aquatics Australia
Myrtha Pools	Synergy Fitness
Daisy Pool Covers	ASTCA
Armstrong Aquatics	Ramp
Jonas Leisure	Elite Pool Covers





# 2019 ARV Industry Awards

The 19th Annual Aquatics & Recreation Victoria industry awards gala was held on June 14th which once again was a significant night for the industry. New MC Clint Stanaway thrived in front of a 700 strong audience. This event continues to be the pinnacle event on the industry calendar.

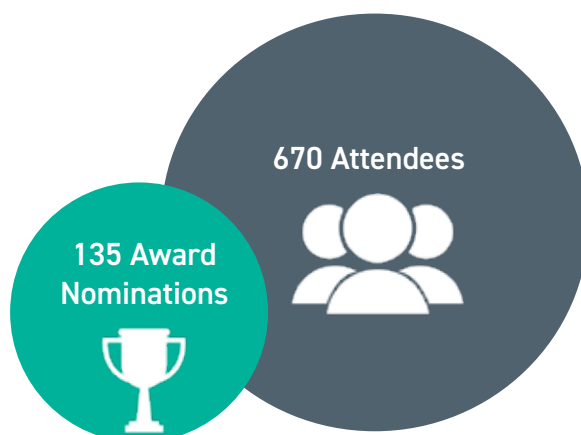
Held at the magnificent Docklands venue, Peninsula, ARV welcomed and entertained guests with this years James Bond themed event where 65 industry organisations and councils were represented. Highlights of the evening being the prestigious announcement of the 2018 Outstanding Contribution Award, Awarding the Facility of the year and the induction of Aquatics and Recreation Victoria's two newest Life Members.

Hosted by Stanaway 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.

This year's restructure of awards saw the inclusion of additional facility categories taking the total number of awards to be issued to 23. Facilities can now nominate for an award under small, medium or large facility structures.

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 we 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 Dr Jeff Walkley for his passionate and valuable contribution and to Dr Nigel Taylor and Nic Hall for their entry to Life Membership of the industry. Splash Aqua Park & Leisure Centre took home the keenly contested and coveted award for the Large Facility of the Year - laying claim to being Victoria's premium aquatic centre for the first time.



## Award Name

## Winner

**2019 Outstanding Contribution to the Aquatics and Recreation Industry Award**

Sponsored by Beaurepaire Family

*Beaurepaire Family*  
In honour of **Sir Frank Beaurepaire**

**Dr Jeff Walkley**

*Belgravia Leisure*



**Duty Manager Award**

Sponsored by Belgravia Leisure



**Katarina Behan**

*Aquarena Aquatic and Leisure Centre*



**Membership Sales Award**

Sponsored by Jonas Leisure



**Bianca Barrot**

*Casey ARC*



**Pool Lifeguard Award**

Sponsored by Life Saving Victoria

**Mai Davies***Yarra Leisure***Customer Service Award**

Sponsored by Mattioli

**Gayle Turner***Killsyth Centenary Pool***Swim Teacher Award**

Sponsored by ASCTA

**Daniel Joel Webber***Monash Aquatic Recreation Centre***Swim Teacher for Infants, Toddlers and Preschool Award**

Sponsored by Imagination Play

**Kylie Titheridge***City of Greater Geelong***Swim Teacher for Persons with a Disability Award**

Sponsored by Myrtha Pools

**Khyl Cornwill***City of Greater Geelong***Swim School Award**

Sponsored by Peninsula Leisure

**Watermarc****Watch Around Water Award**

Sponsored by Life Saving Victoria

**AquaPulse***Western Leisure Services***Most Valuable Employee Award**

Sponsored by Commercial Aquatics Australia

**Lisa Gawne***Mitchell Leisure Services***Marketing and Communications Award**

Sponsored by Myzone

**Oak Park Sports and Aquatic Centre****Innovative Program Award**

Sponsored by Aligned Leisure

**LIFT, Young Men's Wellness Program***Northcote Aquatic & Recreation Centre*

### Sustainability Award

Sponsored by Sunbather



### Leisurelink Aquatic and Recreation Centre



### Group Exercise Instructor Award

Sponsored by Precor



### Lisa Higgs

*Mitchell Leisure Services*



### Personal Trainer Award

Sponsored by Life Fitness



### Joanne Narayan

*Carlton Baths*



### Health Club Award

Sponsored by TechnoGym



### Peninsula Aquatic Recreation Centre



### Community Impact Award



### Glen Eira Sports and Aquatic Centre



### Facility Management Award - Seasonal

Sponsored by Supreme Heating



### Orbost Outdoor Pool



### Facility Management Award - Small

Sponsored by Roejen



### Deakin ACTIVE Wourn Ponds



### Facility Management Award - Medium

Sponsored by Roejen



### Swan Hill Leisure Centre



### Facility Management Award - Large

Sponsored by Roejen



### Splash Aqua Park and Leisure Centre



### Course Presenter Award

Sponsored by SPASA



### Mark Cooper





# Industry Projects & Workshops

## Prevention of Sex Offences in Aquatic Recreation Centres training initiative

When it comes to the experience of communities and patrons in Aquatic and Recreation Centres (ARC's) ARV sets the bar high. We believe that all patrons both adults, young people and children are entitled to a safe environment where everyone treats each other with dignity and respect at all times. Over the last 2 years, ARV has been developing an online induction program for ARC employees which provides generalist learning regarding public safety, including adult and child safety. the ARV induction training module expresses our commitment to Public safety and has been designed to assist new staff members ARC's to recognize inappropriate behaviors, understand their responsibilities and build confidence when dealing with incidents.

With over 700 million visits to Aquatic and Recreation Centres annually and 300 + Victorian Facilities, we all play a role in providing safe and welcoming experiences at our community recreation facilities 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 types of incidents which may occur to adults, young people and children who are visiting our facilities. In turn we are aiming to reduce the risk and incidence of inappropriate behaviours in your facilities for both adults and children.

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

Participants work through a series of knowledge checks before being able to print and online certificate of completion.

This project was completed in June 2019 and funded by Sport & Recreation Victoria's 'Supporting Victorian Sport & Recreation' grant program.

## Sustainability Research Project

ARV teamed up with United Solar Energy to pilot a sustainability report which will assess a number of selected aquatic facilities current energy consumption and provide individual recommendations regarding solar energy systems outline the following:

- Size of system needed
- Forecast how much power the system will generate
- Forecast how much power they will still be using from the grid
- A breakdown of how much they will be saving if they "go solar"
- How much carbon emissions they are reducing

With grid power increasing year on year we can also forecast savings for the next 10+ years based on their current usage. United Solar Energy generated a report which has been provided to the participating facilities, highlighting the energy saving opportunities at each centre. Further analysis will be conducted before going out for a second sample of facilities to participate in 2020.

# Victorian Public Pools - State of Sector Report

2018 saw the launch of the inaugural publication of the Victorian Public Pools: State of Sector Report. In an Industry first, Victoria's two peak aquatic industry bodies ARV and LSV have collaborated to support a better understanding of the Victorian public pool landscape.

Building on the legacy of independent state of industry reports, this annual publication is intended to provide a broad snapshot of the industry, enabling better tracking and comparison of key metrics such as industry size, breadth and social / economic value. The report will act as one true source of information, enabling improved analysis and evaluation and more informed decision making.

It is hoped that this State of the sector document will provide:

- An overview of the size, scope and value of the industry
- Analysis into safety assessment and broader industry safety performance / trends
- Overview of industry projects, research, available resources and future direction
- Details of key industry award / event winners and supporting profiles

## Mental Health First Aid Seminar

ARV's first Mental Health First Aid workshop conducted in partnership with the Love Me Love You Foundation was a full day workshop in Ascot Vale with 10 attendees that focused on techniques in dealing with Mental Health within a workplace culture and supporting staff and employees through various circumstances.



## Mitigating Sexual Offences in ARC's

On the 10th of April 2019, ARV hosted a workshop with representatives of the Victorian police force SOCIT team (sexual offences and child abuse investigation team), as well as industry representatives from YMCA and Belgravia Leisure to discuss Mitigating Sexual Offences in ARC's. The session was keenly attended by over 60 industry representatives as they heard from experts on how to identify, report and debrief from incidents that may occur in our centres.

## Successful Sports Facility Management

ARV together with Simon Weatherill delivered a three-part workshop on successful sports facility management. Each of the three sessions focused on different themes with the first session looking at personal and team discovery, session two covered the elements of what it takes to be a more effective leader and the final session worked through sustainable growth strategies for short and long term facility success. The program outcomes covered the importance of programming, why feedback and reviews are important, understanding the numbers and what to look for, monitoring current trends and where to get insights from as well as managing staff and the importance of culture.

# Concrete Shrinkage and Its Effects on Ceramic Tiling in Commercial Swimming Pools

On the 28th of February 2019 ARV hosted 70 people at the Eltham Leisure Centre for a presentation on concrete shrinkage and its effects on ceramic tiling. This was a controversial topic but proved to draw a large crowd. Whilst not everyone was in agreement with the presentations, they were all in agreement that this was a topic that needed to be discussed and that this was a great step forward in understanding the challenges our members face with tiles failing in our pools.



## Australian Leisure Facilities Association - ALFA

ALFA enters a new era as states come together to unite the leisure facility industry on a national scale. The Australian Leisure Facilities Association has recently restructured our administration tasks and financial dependency to better align the interest of the state-based associations and broader industry. ALFA will adopt a consolidated approach utilising the expertise of the state-based associations and national board members to complete the executive and secretariat roles of the organisation. ALFA has previously sought financial sponsorship and membership through industry stakeholders in direct competition with its own voting members. In a time where collaboration is paramount and duplication is too common, ALFA's purpose is to support the national industry and its state based peak bodies, not work against or compete with them.

ALFA has now structured the association so that there is no longer ongoing financial contribution required by individual state associations or national sponsors in order to operate the association.

The structure would see a transition away from the current national trade sponsorship income model

which removes a major barrier and a previous conflict of interest with state associations, ultimately allowing further transparency and unity between ALFA and its members.

The reinvigoration of ALFA is set to increase output for the industry through stronger collaboration and a 'whole of sector' approach which will pick up issues challenging the sector and agitate for positive change on a national stage.

ALFA will produce national advocacy opportunities uniting the voices from each state member as well as facilitating networking, collaboration and project support between state counterparts facing similar challenges within their state and or organization.

The ALFA board is committed to the notion of having a robust and effectual national | Australian leisure facilities industry.

ALFA's role is simple, to represent the aquatic, recreation and leisure facility industry with one national voice.





# Advancing Women In Aquatics & Recreation Industry

A brand new program for ARV, this year we partnered with the director of Advancing Women in Sport and Recreation, Michelle Referred to deliver the inaugural Advancing Women in Aquatics & Recreation Industry Program. 20 energetic women from across the sector participated in 6 workshops which included learning, networking, business and commercial skills development along with guest presentations from executive female industry leaders

The program delivered 3 critical outcomes for our industry:

- Increase the leadership capacity and business acumen of the participants
- Inspire current and next generation leaders through leadership journey sharing from our program Ambassadors
- Networking and community building opportunities for female leaders within the aquatic and recreation sector

Program Ambassadors included Bridie O'Donnell (Director, Office for Women in Sport and Recreation), Carol Fox (Executive Coach), Lisa Hasker (CEO, VicSport) and Joanne Love (Women High Performance & Leadership Coach.)



# ARV Christmas Party

75 industry representative joined ARV after the AGM in the Tonic Bar to celebrate the end of 2018 at the ARV Industry Christmas Party. The 3pm - 6pm event was a huge success and a positive reflection of the year's festivities with a well-deserved social debrief.



# ARV Life Member Luncheon

On the 19th May 2019 ARV hosted our inaugural ARV Life Member luncheon at Taxi Restaurant, Federation Square. The new initiative was an effort to keep ARV's most influential people connected to the each other and the industry. The day was a huge success with approximately 15 life members, staff and board members present to witness ARV's two newest life members inducted into life membership. Nigel Taylor and Nic Hall were officially inducted as life members. This new initiative provided a great opportunity to network with fellow ARV life members, reminisce on the industry past and present, while keeping an important link between the history of Aquatics & Recreation Victoria and the future of the industry.







"I loved playing fruit salad, looking for toys in the sand and boogie boarding"

**- Lily, aged 4**

VICSWIM Participant



# 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 2019 VICSWIM program was again a resounding success.

In the post program survey, 40% 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, thousands of children will have gone without essential water safety education.



**74%:** Percentage of enrolments in Regional Victoria



**170 Venues**  
(↑ 23%)



**365 Swim Teachers** delivered the program



**13,684:** Number of enrolments in 2019  
(↑ 29.63%)



**Located in 60 Municipalities** Victoria-wide



**10 Customer Service staff** and **22 Regional Co-ordinators**



# Play It Safe By The Water



Established in 1998, 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. The program also alerts Victorians to the risk associated with recreational play and swimming in coastal and inland waterways.

The Victorian Government initiative is a collective of 19 aquatic agencies working within the aquatics and safety sectors in promoting positive change in relation to water safety, through education, events and awareness activities to ensure water safety is a priority for all ages, genders and cultures.

Through the state government initiative ARV 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.



Primary schools around Victoria were encouraged to enter a competition to create a short water safety video. Our winners were Cowes Primary School in first place, Carrum Primary School in second and Port Phillip Specialist School in third place.

200: Number of Facilities we support with Play it Safe By The Water merchandise





# 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 continues its strong partnership with the Australian Swim Coaches and Teachers Association (ASCTA) to run the Swim Australia <sup>TM</sup> Teacher (SAT) courses in Victoria. SAT offers a nationally recognised swim teaching qualification.

The qualification is obtained which is obtained by completing:

- Online Theory component – approx. 30 hrs
- Face to Face Practical workshop – 8 hr
- On the job training – approx. 20 to 30 hrs
- Competency Assessment – 1.5 hrs

The program has been developed by ASCTA in conjunction with Australia's foremost swim teaching and coaching experts.

ARV/ ASCTA has successfully run 18 courses throughout 2018-19.

In addition to the traditional SAT course, ARV through Vicswim offered two rounds of scholarships to support regional based swim teachers in areas that have traditionally struggle for sufficient staffing levels. The focus of the scholarship was to inject regional based staff to support VICSWIM growth to deliver more swimming and water safety lessons for children in regional and rural areas. The successful scholarship program was available for up to 40 local employees across two separate rounds of scholarships.

This program was a partnership between ARV, VICSWIM and Aligned Leisure whom we thank for their support in delivering this scholarship through their venues.

ARV would like to acknowledge the many venues who allowed us to deliver courses in their pools across the year. ARV would also like to thank the inspirational course presenters who share their wisdom and knowledge with the participating students.

**Total  
Enrolments: 70**

**Courses  
Delivered:  
18**



*A VICSWIM Teacher teaching at an Aligned Leisure Venue in Albury, NSW*



# ARV Sponsors

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 2018 - 19.

## ARV Industry Sponsors

Silver	Roejen Services
Bronze	Precor
	Technogym
	Commercial Aquatics Australia
	Jonas Lesiure
	Sunbather
	Supreme Heating
	Heliocol Solar
	ASTCA
	Myzone
	Myrtha Pools
	Life Fitness
	Mattioli
	Imagination Play

*Silver Sponsor Sunbather at Industry Conference 2018*





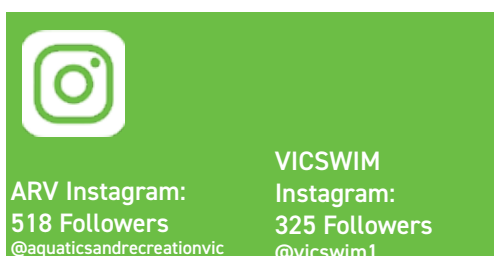
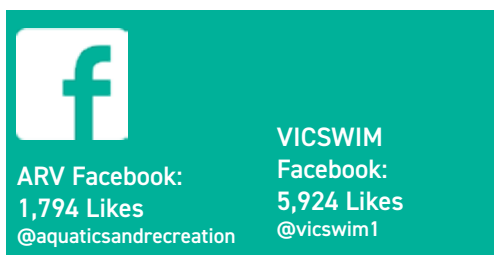
ARV Awards 2019



# ARV Engaging the Members and Industry



## Social Media Reach



Face to Face Member Meetings: 144





# 2018/19 Financial Reports

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	Notes	2019 \$	2018 \$
<b>Current Assets</b>			
Cash & Cash Equivalents	4	178,556	222,275
Trade & Other Receivables	5	28,302	40,209
Prepayments	6	40,737	4,320
		<u>247,595</u>	<u>266,804</u>
<b>Non Current Assets</b>			
Property, Plant & Equipment	7	473,640	502,247
Intangible Assets	8	15,271	29,696
		<u>488,911</u>	<u>531,943</u>
<b>Total Assets</b>		<u>736,506</u>	<u>798,747</u>
<b>Current Liabilities</b>			
Trade & Other Payables	9	56,317	84,443
Deferred Income	10	28,771	35,285
Employee Benefits	11	16,513	14,106
		<u>101,601</u>	<u>133,834</u>
<b>Non Current Liabilities</b>			
Employee Benefits	11	7,609	4,594
		<u>7,609</u>	<u>4,594</u>
<b>Total Liabilities</b>		<u>109,210</u>	<u>138,428</u>
<b>Net Assets</b>		<u>627,296</u>	<u>660,319</u>
<b>Equity</b>			
Accumulated Surplus		627,296	660,319
<b>Total Equity</b>		<u>627,296</u>	<u>660,319</u>

**STATEMENT OF PROFIT OR LOSS  
AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2019**

	Notes	2019 \$	2018 \$
<b>REVENUE</b>			
Enrolment & Associated Fees	2 (a)	675,646	595,237
Grants & Sponsorships	2 (b)	544,912	577,654
Interest		29	1,209
Membership Subscriptions		85,770	80,731
<b>Total Revenue</b>		<u>1,306,357</u>	<u>1,254,831</u>
<b>EXPENDITURE</b>			
Activity Operating Costs	3 (a)	658,195	585,423
Depreciation & Amortisation		43,032	36,030
Energy, Rates & Maintenance	3 (b)	19,732	17,934
Insurance		2,880	4,531
Marketing		20,926	16,576
Office Costs	3 (c)	23,265	37,176
Other	3 (d)	17,140	8,559
Printing & Photocopying		20,708	17,208
Professional Fees	3(e)	31,007	37,816
Staffing Costs – Office	3 (f)	442,115	455,044
Telecommunications		16,517	15,903
Travel & Accommodation		43,863	15,316
<b>Total Expenditure</b>		<u>1,339,380</u>	<u>1,247,516</u>
<b>Profit/ (Loss) Before Income Tax</b>		<u>(33,023)</u>	<u>7,315</u>
Income Tax Expense		-	5,817
<b>Profit/ (Loss) After Income Tax</b>		<u>(33,023)</u>	<u>1,498</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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