

Welcome to the webinar

A joint initiative of The Inclusion Club and the
International Federation of Adapted Physical Activity



Peter Downs



Jeff Walkley

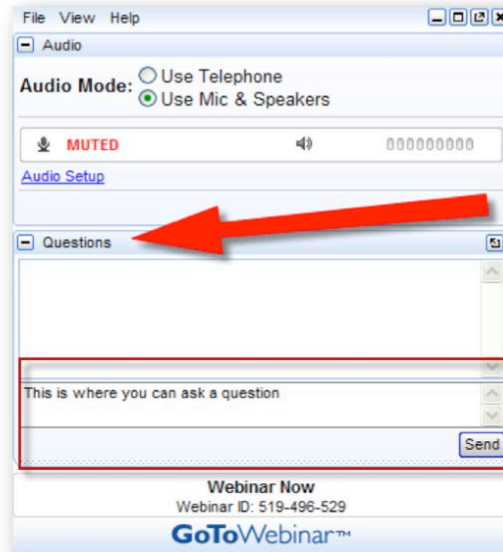


Lois Hewitt



David Brock

- How to ask questions



It's easy to ask questions – simply type in your question or comment and press '**send**'



If your Control Panel disappears then simply press the **orange button** to retrieve

Creating Connections for All: Belgravia Leisure's Approach to Including All in Leisure, Sport, Aquatics and Recreation

Presented by:
Jeff Walkley
David Brock
Lois Hewitt



About Us!

- Belgravia is a private group of companies owned by Geoffrey Lord Family Trust
- The group includes a diverse range of companies that has over 5,500 employees
- *Belgravia Leisure* is a leisure management provider partnering with over 40 Local Government and State Government authorities to operate 110 venues in Australian and New Zealand



OUR PURPOSE

CONNECTING COMMUNITY TO LEISURE

OUR CORE AREAS

ALPINE & TOURISM



HOSPITALITY & EVENTS



HEALTH & WELLNESS



AQUATICS



SPORTS & LEISURE



OUR STRATEGIC PRIORITIES

PEOPLE

To be an employer of choice with happy, engaged, highly skilled staff who are passionate about connecting community to leisure.

PROGRAMS

To create and deliver programs that are safe, fun, innovative, accessible, diverse & consistent in their quality.

PROFILE

To become an industry leader creating universal brand awareness of who we are, what we do & why we do it.

PROCESSES

To create seamless end to end solutions that maximise our efficiencies and ensure quality systems for today and future demands.

PARTNERSHIPS & GROWTH

To be the partner of choice, capitalising on opportunities within existing, emerging & new markets to create strong & sustainable growth.

OUR VALUES

C

CUSTOMER FOCUSSED

The customer is at the centre of everything we do.

L

LEADERSHIP

Our passionate people are our greatest asset. We lead by example, displaying our integrity at all times.

E

EXCELLENCE

We strive for excellence in our service delivery.

A

ACCOUNTABILITY

When we make a promise, we keep it!

R

RESULTS

We accept responsibility in delivering results for our clients and customers.

7 Pillars of Inclusion ¹	Principles of Universal Design ²	Examples of Action by Belgravia Leisure
Access	Equitable Use	People with a disability, of diversity or who experience disadvantage are priority groups
Attitude	Flexibility in Use	Staff training, mentoring and support from local champions
Choice	Simple & Intuitive Use	Link with participants and stakeholders to identify need and create choice
Partnerships	Perceptible Information	Collaboration, cooperate and partner with over 50 different National/State Sports, Disability-Sport, Disability-Related Groups, & State/Local Governments
Communication	Tolerance for error	Information exchange, expos, forums, and communication system supports
Policy	Low physical effort	Owner, Board of Directors, CEO, Executive Leadership Team & Senior Leadership Team embrace & prioritise the area
Opportunities	Size & space for approach & use	Community need drives creation of opportunities, participant choice and control at core of approach

¹<http://www.playbytherules.net.au/got-an-issue/inclusion>

²<http://sport.vic.gov.au/design-for-everyone-guide/overview-of-universal-design>

Pop Quiz

What 'enabler' is mentioned most by adults with a disability when describing what they seek most through participation in sport?

- a. Community participation
- b. Social connection
- c. Opportunities to rest and relax
- d. Health

The Answer

What 'enabler' is mentioned most by adults with a disability when describing what they seek most through participation in sport?

- a. Community participation
- b. *Social connection*
 - **Research¹**: *Commonly, adults with a disability indicate sport is a way for them to connect with people, to spend time with friends, and make new friends!*
 - **Evidenced-based practice**: *Create opportunities for socialisation as part of the sport experience*
- c. Opportunities to rest and relax
- d. Health

¹Australian Sports Commission. Market Segmentation for Sport Participation – Disability 2012-13 Research.
Latitude Insights | ABN 56 126 996 763

Belgravia Leisure's Approach to Connecting All to Leisure

1. Policy that embeds access and inclusion as an organisational priority
2. Leadership that has embraced and resourced the policy; strong confirmation through staff feedback
 - National Disability & Diversity Manager role created
3. Phased implementation of strategy, with ~10 leisure centres supported each 6-months
 - Inclusion Coordinator appointed (initially 5^{hrs} pw)
4. Community development approach that
 - has identification of community needs at the core
 - supports collaboration, cooperation and partnerships
5. Evidenced-based approach, that
 - supports continuous improvement
 - targets data related to enablers and barriers linked to access and inclusion (participants, families, staff)



Belgravia Leisure Access & Inclusion Australian Profile

Staff

- National Disability & Diversity Manager
- 39 Venues with Inclusion Coordinators or Community Development Coordinators
- 2 Cooperating Golf Courses

Programs specifically supporting inclusion

- Swimming & Water Safety
 - Continuum of class options
- Sport & Leisure
 - Social and competitive options
- Health & Wellness (Fitness)

Supporting employment in leisure industry

- Work experience and encouragement leading to
 - casual employment
 - ongoing employment



Key Projects

Pathways to Sport

- Collaborate with sport to create pathways to participation in sport in leisure venues
 - South Australia
 - Office Recreation and Sport funding
 - Netball SA, Inclusive Sport SA, Special Olympics SA as partners
 - West Australia
 - Golf Foundation WA funding
 - Golf WA, Golf Australia, SNAG, Special Olympics, Sporting Schools Program as partners



Partners in Health

- Collaborate with medical and allied health practitioners to create a pathway that connects leisure venues to health services



Take Charge™

- Launched in City of Sydney, targeting people experiencing mental illness

Belgravia Foundation

- Not-for-profit organisation designed to raise funds through fundraising, grants and donations

National SAWS Disability

- Belgravia Leisure branded program, nationally consistent approach



Pop Quiz

What are the key characteristics of the Belgravia Leisure approach to access and inclusion for all?

- a. Align with 7 Pillars of Inclusion and Principles of Universal Design
- b. Strong, unequivocal support from leadership
- c. Community development approach, with Inclusion Coordinators fostering cooperation, collaboration and partnership approach
- d. Evidenced-based practice guides program and service delivery, review, refinement and replication to other centres
- e. All of the above

The Answer

What are the key characteristics of the Belgravia Leisure approach to access and inclusion for all?

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- e. *All of the above*

Questions?

Sydney, Australia

The Place

- Vibrant inner city urban environment
- Extensive business centre, HQ for many Australian and S.E. Asian companies
- Harbour side location and extensive public green space
- Social inclusion is a priority

The People

- Residents include ~205,000 people
- On weekdays, approximately 605,000 daily visitors will work, learn, undertake personal activities or be entertained
- Nearly half of Sydney's residents are born overseas, of which most came from a country where English is not the first language, and nearly 1/3rd of residents speak a language other than English at home
- Home to one of Sydney's largest communities of Aboriginal and Torres Strait Islander peoples.



<http://www.australia.gov.au/about-australia/australian-story/sydney-opera-house>



<http://www.cityofsydney.nsw.gov.au/explore/getting-around>



<http://ncie.org.au/news/2525/redfern:-resilience-and-renaissance->

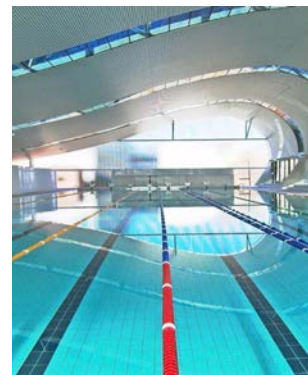
City of Sydney, Belgravia Leisure

Leisure Centres (Annual Patronage ~1.6 million)

- Cook+Phillip Park Aquatic Centre (450,000)
- Ian Thorpe Aquatic Centre (550,000)
- Andrew Boyd Charlton Pool (200,000)
- Prince Alfred Park Pool (200,000)
- Victoria Park Pool (220,000)

Access & Inclusion Approach

- Inclusion Coordinators & Community Development Coordinator
- Strong Support from State, Regional and Centre Managers
- Consultation with Staff
- Network Forums, user-group and community-group meetings, information exchange, and collaboration
- Building strong links with the local community, which has led to innovation
- Collect evidence to inform practice



Take Charge™ Program

A free 60-day program available to adults living in the City of Sydney experiencing mental illness, on referral from a treating medical or allied health professional.

Evidenced-based approach, designed to

- improve health and wellbeing
- reduction in medication
- new social connections and networks
- community participation
- improved motivation
- increase in self-esteem

Key collaborators with expertise in health, research and community supports related to mental illness has informed creation of program and processes

Take Charge™ Program Referral Form

(All Information Strictly Confidential)

Program Venue Details			
Preferred Venue (please indicate):	<input type="checkbox"/> Cook & Phillip Park Aquatic Centre <input type="checkbox"/> Ian Thorpe Aquatic Centre	Venue Contact (please indicate):	<input type="checkbox"/> CPPAC Jack Burke (jburke@belgravialeisure.com.au) <input type="checkbox"/> ITAC Alex Clifford (aclifford@belgravialeisure.com.au)
Participant's Details			
Participant's Name:		DOB:	Gender:
Address:	State:	Postcode:	Phone:
Email:	Preferred contact times:		
Participant identifies as (please indicate):	Aboriginal/Torres Strait Islander:	Person with a disability:	Other (please specify):
Mental illness diagnosis:			
Referral Details			
Referrer's Name:		Date of Referral:	
Position or relationship to individual:		Email:	
Name of organisation:			
Address:			
State:	Postcode:	Phone:	Preferred contact times:
Please describe the reasons for the referral of the participant to the program.			
Please describe the intended benefits for the participant from the program.			



Swim Champs Program

The Swim Champs program is a low-cost membership providing one-to-one lessons giving personal and tailored attention to swimmers with high support needs

- Highly skilled and specialist swimming instructors
- Sessions offered during the week and weekend
- Programming suitable for 3 year olds and up
- Programming runs for 48 weeks of the year
- Regular feedback provided to parents on progress of swimmer
- Consistent and long-term teachers work to ensure each swimmers development is maximised and water confidence and safety nurtured
- Evidenced gathered to inform practice

Instructions
We are interested to learn your thoughts about the Swim Champs program run at Cook + Phillip Aquatic Centre and Ian Thorpe Aquatic Centre. We want the program to meet the needs of swimmers and their families. Please complete the survey and return to the class teacher.

Some things about you and the swimmer in the Swim Champs program

1. What is your relationship to the swimmer enrolled in Swim Champs? _____

2. How old is the swimmer? _____ Years 3. What gender is the swimmer? _____

4. How many weeks has the swimmer been attending the Swim Champs program? _____ weeks

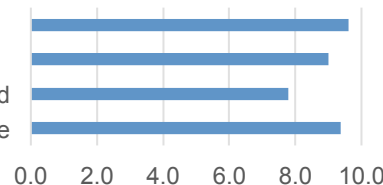
Rating of the Swim Champs program
Please rate your experience with the Swim Champs program for the following items, by circling a number to indicate your rating.

	Strongly Disagree	Strongly Agree
For swimmers, the Swim Champs program		
1. helps them develop swimming and water safety skills	0 1 2 3 4 5 6 7 8 9 10	
2. gives them a chance to make new friends	0 1 2 3 4 5 6 7 8 9 10	
3. is looked forward to each week	0 1 2 3 4 5 6 7 8 9 10	
4. gives them a chance to feel good about themselves	0 1 2 3 4 5 6 7 8 9 10	
5. gives a chance to be in a community-based program	0 1 2 3 4 5 6 7 8 9 10	
6. let's them spend time with other children	0 1 2 3 4 5 6 7 8 9 10	
7. gets them active, which is helpful for their health	0 1 2 3 4 5 6 7 8 9 10	
8. let's them use up some energy. & helps them relax	0 1 2 3 4 5 6 7 8 9 10	
9. is run safely	0 1 2 3 4 5 6 7 8 9 10	
10. gives every swimmer a chance to be successful	0 1 2 3 4 5 6 7 8 9 10	
11. has helped them feel more confident around water	0 1 2 3 4 5 6 7 8 9 10	
For family members, the Swim Champs program		
12. gives a chance to see the swimmer have fun	0 1 2 3 4 5 6 7 8 9 10	
13. allows for a short break	0 1 2 3 4 5 6 7 8 9 10	
14. allows opportunities to talk with other families	0 1 2 3 4 5 6 7 8 9 10	
15. has created a sense of pride about the swimmer	0 1 2 3 4 5 6 7 8 9 10	
16. has given me some new ideas for the swimmer	0 1 2 3 4 5 6 7 8 9 10	
17. is run in a space which is comfortable	0 1 2 3 4 5 6 7 8 9 10	
18. has led to new friendships	0 1 2 3 4 5 6 7 8 9 10	
19. promotes confidence when the swimmer is around water	0 1 2 3 4 5 6 7 8 9 10	
About the Swim Champs program, it is		
20. a good price	0 1 2 3 4 5 6 7 8 9 10	
21. run on a good day and time	0 1 2 3 4 5 6 7 8 9 10	
22. something I would recommend to other families	0 1 2 3 4 5 6 7 8 9 10	
23. delivered by skilled and caring teachers	0 1 2 3 4 5 6 7 8 9 10	

Comments:
Please provide any feedback, suggestions or comments on the other side of this piece of paper.

Features of Swim Champs

Run on a good day and
A good price



Questions?

MOSS VALE AQUATIC CENTRE – Southern Highlands - Regional NSW

- Moss Vale is one of the regional towns in the Southern Highlands of New South Wales (NSW), which is located 110 kms southwest of Sydney and covers 2,700 square kilometers
- The Southern Highlands boasts a population of 49,000. The most common occupations are currently professionals, followed by trades. There is a larger than average population over 60 years old.
- The community has a profile that includes ~8,000 – 10,000 people with a disability, ~1,250 people who are Aboriginal and Torres Strait Islander, and a higher prevalence of cultural ancestry linked to the United Kingdom
- Annual patronage of Moss Vale Aquatic Centre is approximately 175,000, a key community asset



Belgravia Leisure Approach in Operation

- Community connection and enquiry with Local Government and 10 local service providers
- Research assessed and community needs identified for Belgravia Leisure facility
- National Disability Insurance Scheme (NDIS) categories identified for current and future patrons
- Patrons interviewed as to needs fulfilled by MV Aquatic Centre
- Communication promoted through articles (3) published in local newspaper and an event planned



Special Olympics at Moss Vale Aquatic Centre

- Regionally, opportunities for people with an intellectual disability to engage in social and competitive sport activities, social networking and community participation were limited
- Moss Vale Aquatic Centre linked with Special Olympics to offer a successful “Come and Try Day” – with 26 competitors in 120 events
- Success of the first event has created enthusiasm, and led to planning for further events planned in 2017



Rainbow Club, Swim Squads, Sporting Schools Program

- Rainbow Club commenced in Australia in 1962.
- One-on-one swim instruction is offered to children with a disability.
 - Moss Vale Aquatic Centre will commence Rainbow Club programs on October 22, 2016
- Swim Squad will be an extension of MVAC Community Swim Programs, inclusive of all those with a disability that have reached a level of ability that will promote success and safety
- Sporting School Program – an Australia Government initiative to get children committed to a lifelong love of sport.
 - Moss Vale Aquatic Centre is linking this program to schools in the area to encourage participation and provide resources



Questions?

Summary

- Align with 7 Pillars of Inclusion and Principles of Universal Design
- Strong, unequivocal support from leadership vested in principles of social responsibility
- Key personnel, with Inclusion Coordinators as 'local champions' connecting all of the community to leisure, and Centre Managers providing local leadership
- Community development approach
- Cooperation, collaboration and partnership approach creates success
- Evidenced-based practice guides program and service delivery, review, refinement and replication to other centres

7 Pillars of Inclusion	Principles of Universal Design
Access ✓	Equitable Use ✓
Attitude ✓	Flexibility in Use ✓
Choice ✓	Simple & Intuitive Use ✓
Partnerships ✓	Perceptible Information✓
Communication ✓	Tolerance for error ✓
Policy ✓	Low physical effort ✓
Opportunities ✓	Size & space for approach & use ✓

Questions?

Thanks

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