



The 53rd Annual Aquatic & Recreation Institute Conference and Trade Show

Managing Change in the Aquatic & Recreation Industry



**Cypress Lakes Resort – Hunter Valley
18th – 20th June 2017**

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The 53rd Annual Aquatic & Recreation Institute Conference and Trade Show

Cypress Lakes Resort - Hunter Valley
18th - 20th June 2017

The Aquatic and Recreation Institute (ARI) is a not-for-profit professional association of Aquatic and Recreation practitioners, which includes Recreation Facility Managers, Industry Specialists, Community Recreation Providers and Decision Makers from Recreation Organisations.

As the Heart of the Industry, we provide support, direction, training, information and networking opportunities for all members who are involved in Aquatic and Recreation services throughout Australia.

The 53rd Annual Conference & Trade show is open to all Operational and Management staff of commercial and public pools as well as the commercial suppliers for the Aquatic and Recreation Industry. The event provides delegates with all the latest industry information and products as well as networking opportunities and awards recognising excellence in our industry. Professional development sessions will also up-skill and provide qualifications for operational staff in various fields from Lifeguards and Swim Teachers to Facility Managers.



2017 Conference Plan

Sunday June 18th

2pm onwards	Trade Bump In
6pm	Networking Evening

Monday June 19th

7.15am	Morning Exercise Class		
8am	Registrations Open		
9am	Conference Opens - Welcome to country		
9.15am	Keynote Speaker - Mark McCrindle		
10.30am	Morning Tea		
	Training Stream	Aquatic Stream	Recreation Stream
11.00am	AUSTSWIM : Managing change in your Swim School & Water Safety Program Course Royal Life Saving: Pool Supervision Course <i>Coordinating lifeguard supervision workshop</i>	Justin Scarr CEO, RLSSA <i>The challenges of drowning prevention in a nation of swimmers and lifesavers</i>	Andrew Taylor National Account Manager Les Mills Asia Pacific <i>The changing face of technology in our fitness facilities</i>
11.45am	Training courses are ongoing and run over 2 days. Session 1 of 3	Robyn Larkham - AUSTSWIM: Learning Pillars Framework	Dr Jeff Walkley - <i>Belgravia Leisure finds evidenced-based practice drives excellence and success in facilities</i>
12.30pm	Lunch		
1.30pm	Networking Afternoon		
4.15pm	ARI Annual General Meeting		
6 - 7pm	Pre Dinner Drinks - Trade Exhibition Area		
7 - 11pm	Annual Presentation Dinner - Pool Marquee		



2017 Conference Plan

Tuesday June 20th

7.45am	Morning Exercise Class		
9am	ARI Mentor Program		
9.30am	Keynote Speaker - Marty Wilson		
10.30am	Morning Tea		
	Training Stream	Aquatic Stream	Recreation Stream
11am - 12pm	AUSTSWIM : Managing change in your Swim School & Water Safety Program Course Royal Life Saving: Pool Supervision Course <i>Coordinating lifeguard supervision workshop</i>	Simon Wetherill Worldwide Sports Management: <i>How Aquatic, Fitness and Sport Facilities can benefit from embracing new technology</i>	
12pm	Training courses are ongoing and run over 2 days. Session 2 of 3	Gary Johnson See Clearly Now <i>Preventing fatal and no-fatal drowning- what DRSABC Doesn't tell you.</i>	Dr Jeff Walkley Belgravia Leisure <i>Grasping the future: connecting with the National Disability Insurance Scheme (NDIS)</i>
1 - 2pm	Lunch		
	Training Stream	Aquatic Stream	Recreation Stream
2 - 3pm	AUSTSWIM : Managing change in your Swim School & Water Safety Program Course Royal Life Saving: Pool Supervision Course <i>Coordinating lifeguard supervision workshop</i>	Geoff Leaver & Oz Ikiz Swimplex Aquatics / Polin waterparks: <i>Leisuring Aquatic Venues - making your venue relevant</i>	Jenny Rosman Australian Training Company: <i>Current Training Opportunities in both Aquatic & Recreation Industry</i>
3pm	Conference Closes		



Professional Development Sessions

AUSTSWIM

Managing Change In Your Swimming And Water Safety Program

Sometimes the thought of reviewing and analysing your swimming and water safety program can seem daunting. But stop for a minute and reflect on what is at stake. People's lives!

2017 brings in a new age in the swimming and water safety industry. Your clients are more diverse and better educated than ever before and they know what to look for in a swimming and water safety program. The aquatic industry is growing dramatically and aquatic centres need to cater for differences in clients ranging from age to culture to their motive for participating in swimming and water safety programs.

Are you up to date with what is required to provide the latest program initiatives and customer service to your clients? If the answer is NO, then you really need to attend this workshop and learn how you can improve:

- Your program
- Assessments processes
- Customer Service
- Leadership skills
- Procedures for training staff and inducting new staff.

Join Robyn and learn some practical tips that will help this process run smoothly and bring your swim centres up-to- date with the necessary skills to make them a competitive force in the aquatic industry. This workshop will re-energise you and give you the confidence you need to review, and implement a change to your swimming and water safety program.

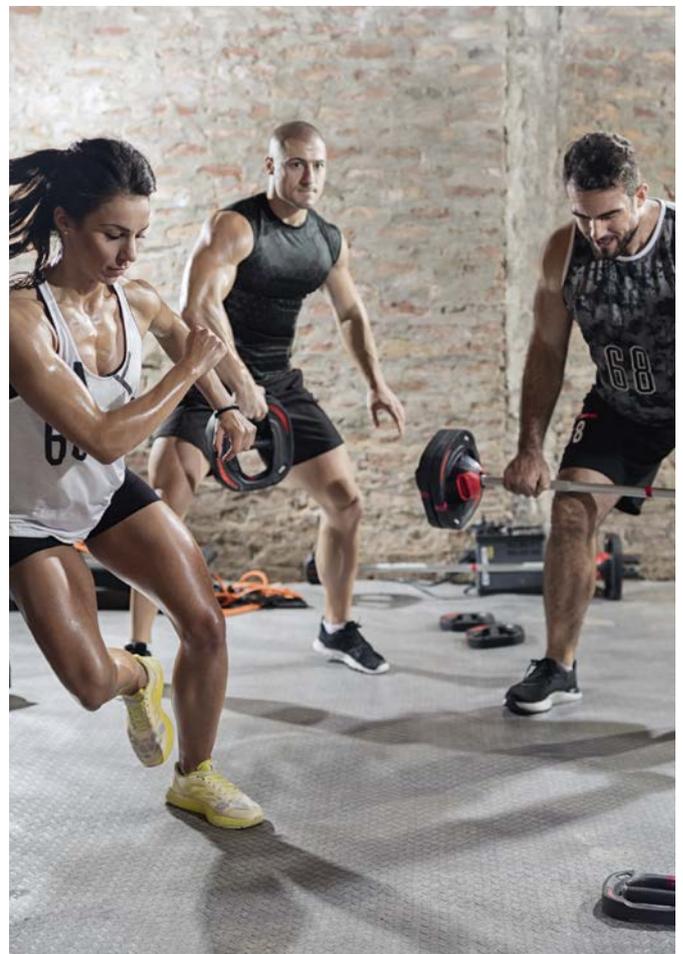
Robyn's experience includes writing swimming and water safety programs and training teachers in Sydney and regional areas in NSW including writing Sydney Olympic Park's new program and training their teachers.

Royal Life Saving NSW

Coordinating lifeguard supervision workshop

The effectiveness of supervision by lifeguards is dependent on a functioning system of policies, procedures and practise that inform everything from the number of lifeguards present, to where they stand, how they move, their areas of responsibility and how they interact with patrons. The ever-changing nature of the aquatic environment requires supervision systems to be carefully considered and address those risks present in order to minimise the risk of drowning and injury.

Participants will follow a formal risk management process to develop policies and procedures for the deployment and coordination of lifeguards in an aquatic facility. This workshop uses practical activities and scenarios to prepare a risk-based supervision plan for an aquatic facility.



ARI Conference Presentations



Mark McCrindle

Leading teams in changing times: Recruiting, retaining and motivating diverse generations

Mark McCrindle is a social researcher with an international following. He is recognised as a leader in tracking emerging issues and researching social trends. As an award winning social researcher and an engaging public speaker, Mark has appeared across many television networks and other media. He is a best-selling author, an influential thought leader, TEDx speaker and Principal of McCrindle Research. His advisory, communications and research company, McCrindle, count among its clients more than 100 of Australia's largest companies and leading international brands.

Mark will apply his research to the changing times and emerging trends in our industry and prepare you to take your facility into the future.



Marty Wilson

Improving our success in business by exploring the territory outside our comfort zones

Who wakes up every day and knows exactly where their keys are?

Who drives exactly same route to work every day and parks in the same car space?

Who walks into the same caf? every morning orders their regular large cap with two sugars just by waving to the barista?

Marty Wilson has spoken to over 1000 inspirational people about how to live be resilient through the good times and the bad, and he believes true success in business, and happiness in life, comes only when we explore the fertile territory out of our comfort zones.

On the way to creating his 11 books (and counting) in the bestselling What I Wish I Knew series, Marty has interviewed over 1000 inspirational people on how to do business, and life, well. From footy coach Wayne Bennett to a Buddhist Nun who works with prisoners on death row in L.A., from Comic Anh Do to a mother of eleven children, from a 911 survivor to chef Maggie Beer.

In his speaking work he distills all that wisdom down, adds in his own scientific research, and delivers the result interwoven with laugh-out-loud stories as only a former Australian Comic of the Year could.

ARI Conference Presentations



Justin Scarr

CEO, Royal Life Saving Society Australia

Justin Scarr is the Chief Executive Officer of the Royal Life Saving Society - Australia, Chair of the Australian Water Safety Strategy and Chair of the Drowning Prevention Commission of the International Life Saving Federation. Justin has been active in the development of drowning prevention and lifesaving across Australia for over 15 years, leading each of the last three Australian Water Safety Strategies consultation processes. Justin is active in advocating a focus on the global issues of drowning prevention, contributes to WHO Global Drowning publications and development processes. When not working or volunteering in lifesaving, Justin is enjoying surfing or snorkelling or hanging out with his family.

The challenges of drowning prevention in a nation of swimmers and lifesavers

Team Australia is known globally as a nation of swimmers, enjoying a sunburnt country with prowess in anything to do with the water; swimming, sailing, rowing.

Our lifesavers whether; the Bondi Lifeguards on TV, images of our Surf Club volunteers or community lifesavers responding to emergencies at home, in schools, rivers or workplaces; make up an important part of our cultural identify.

But does reality match perception, do we have work to do? This presentation will explore the role that Australia and Australians play in reducing drowning, promoting safe aquatics in Australia and throughout the region.



Robyn Larkham

AUSTSWIM Learning Pillars Framework

AUSTSWIM undertook a collaborative three-year research project investigating expectation of swimming and water safety education in industry and community sectors.

Research outcomes highlighted discrepancy between programmers, parents and teachers.

From the research AUSTSWIM refocused swimming with water safety education through development of a Learning Pillar Framework; forming a foundation platform to transforming aquatic education. Robyn will present the findings of this research and how it has shaped the learning Pillars framework that has now been embraced by many education departments and state and local governments.

ARI Conference Presentations



Andrew Taylor

**National Account Manager,
Les Mills Asia Pacific**

The future of our fitness industry

Andrew Taylor heads up the Business Development and Client Services teams at Les Mills Asia Pacific brings 17 years of experience in the Health and Fitness industry, having spent a number of years in Hong Kong, South East Asia before returning to Australia in a variety of positions from Regional Business Manager to Health Club General Manager.

We've all seen a number of trends or fads come through the health and fitness industry, however, never have we seen disruption like what the industry faces today, we have competition from a variety of sectors in the market place, consumer choice and possibly the biggest influence being technology. Andrew's presentation will talk to what we at Les Mills see as the future of fitness along with some simple strategies to maximise the perceived threats as opportunities.



Dr. Jeff Walkley

**National Disability & Diversity Manager,
Belgravia Leisure**

Belgravia Leisure finds evidenced-based practice drives excellence and success in facilities

Evidenced-based practice is process of collecting and using information to achieve and maintain standards of excellence. Critically, as it has in other industries, this approach will increasingly be used to differentiate among industry leading organisations and others, and nurture access to improved funding streams.

Organisations that understand and implement evidence-based practice will prosper, exceed industry standards and experience improved business and community outcomes. Belgravia Leisure has embedded an evidence-based approach to connecting people with a disability, their families and carers to aquatics that has reaped substantial gains in enrolments, funding, and satisfaction among strategic stakeholders. Underpinning this approach has been careful identification of what evidence to collect, how this is done to promote efficiency and data integrity, and what to do with the evidence to promote good practice.

ARI Conference Presentations



Gary Johnson

See Clearly Now

Preventing fatal and no-fatal drowning- what DRSABC Doesn't tell you

Modern DRSABCD has contributed significantly to a doubling of rates of survival for out of hospital cardiac arrest. It is derived from guidelines developed by the Australian Resuscitation Council (ARC). Apart from the simplicity of DRSABCD, as aquatic industry professionals, what else does the ARC and others say about how we should go about providing the best possible care for our clients?

Gary Johnson is the creator of Pool Super Vision™ an award winning due diligence program that aims to prevent fatal and non-fatal drowning from a legally defensible position. After working in and overseeing the operation of public swimming facilities for 20 years Gary is a Director at See Clearly Now Pty Ltd working with over 65 organisations across Australia, New Zealand and the United States. Gary is well known in the industry and you can be sure that this session will be both informative and entertaining.



Simon Weatherill

Worldwide Sports Management

How Aquatic, Fitness and Sport Facilities can benefit from embracing new technology

A massive population growth and technology driving demographic transition and changing employment patterns. Consumers are managing their lifestyles more effectively which allows business to be able to gain insights into consumer behaviour and use this information to their advantage. This session will highlight the following areas

1. What are customers of the future demanding.
2. What are the key components of a connected facility.
3. How do you leverage the platform of the mobile phone to deliver more sustainable outcomes for your facility.
4. What should facility managers do to develop A cost effective digital strategy that is based on customer needs and better business outcomes.

ARI Conference Presentations



Dr Jeff Walkley

**National Disability & Diverstiy Manager,
Belgravia Leisure**

Grasping the future: connecting with the National Disability Insurance Scheme (NDIS)

Progressively over the next 3 years, the NDIS will be implemented Australia-wide, culminating in funding estimated to be \$20billion reaching over 460,000 people with a disability(PWD), their families and carers

Funds will support improved access and better connection to community services and activities, including those opportunities offered through the leisure sector, such as aquatics, recreation, sport and fitness activities.

To connect with the NDIS, organisations must develop among staff a comprehensive understanding of the program, and align processes, systems and practices with requirements.

Belgravia Leisure innovative approach has met this challenge, underscored by key organisation-wide features including

- a. developing the expertise of key staff, facilitating the development of improved patronage, financial yield and social return on investment
- b. understanding and learning about the personal goals of PWD, a critical feature associated with funding
- c. strategic marketing that aligns with the way PWD and families access and 'trust' information
- d. service agreements between venues and PWD



Jenny Rosman

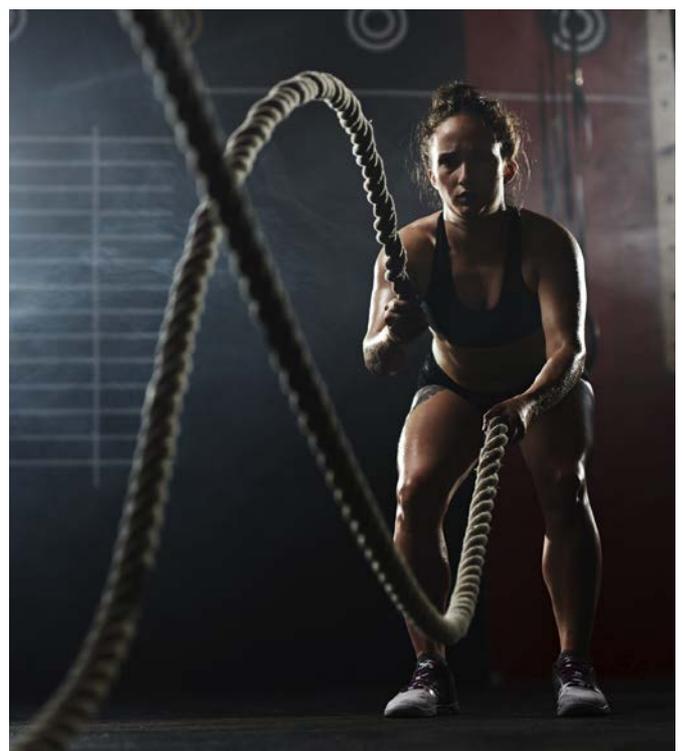
**Operations Manager,
Australian Training Company**

Current Training Opportunities in both Aquatic & Recreation Industry

The Australian Training Company has two divisions of vocational training.

1. Entry level employment pathways into the Aquatic & Recreation industry
2. Other division vocational education and training

Jenny will present on the current opportunities available to you and your facility and the best way to maximise and retain an up-skilled workforce.



ARI Conference Presentations



Geoff Leaver

Founding Director, Swimplex Aquatics

Leisuring Aquatic Venues – making your venue relevant

The municipal pool was once the social hub of the community. It was the meeting place for youth to engage in fun, exercise, and social interaction. Hooning off the diving board was as good as it got in the 1960's. Families would frequent the pool for picnics on weekends and, dare we say it, the pool was the place to go to sun-bake. The popularity of Swimming Clubs were driven by Australia's success at the 1956 and subsequent Olympic Games. The pool was full most weekdays with school bookings. Most children knew how to swim because they spend half of their lives at the pool.

Most facilities went into decline in the 70's, 80's and 90's. We can point fingers as to reasons why and they would likely include the advent of Television, fast food, clubs and gaming, computer games, the rise in family disfunction, childhood obesity, drugs and the list goes on.



Oz Ikiz

**former area Manager (Asia, Australasia, and USA)
Polin Waterparks**

How do we make our facilities relevant again to meet the changing needs of the modern community?

This presentation will examine ways to bring children, teenagers, and families flooding back through your doors through water leisuring options. We shall examine options from the simple addition of a few water features, through to interactive pools and splash pads, inflatables, play structures, water slides, surfing rides and simulators right up to full blown waterparks.

Sun-baking is not so popular now but its legacy of space provides much opportunity.



Early Bird
Up to 20% discount if you register by 7th April

Online Registrations:

<https://www.eventbrite.com.au/e/53rd-annual-aquatic-recreation-institute-conference-trade-show-tickets-30064467632>

Awards of Excellence

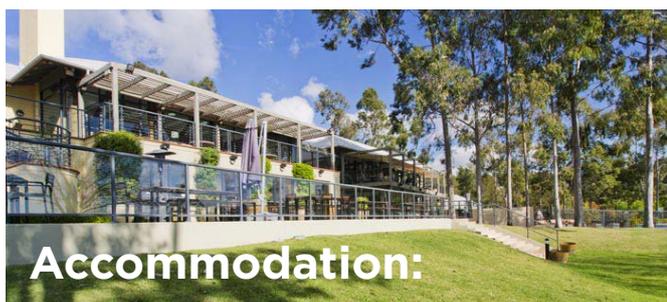
Recognising our Industry's finest.

This year there will be 5 Awards of Excellence to present. The award Categories are:

- AH Pierce Facility of the Year
- Royal Life Saving Lifeguard of the Year
- Orimatech Award of Excellence
- Roejen Customer Service Team of the Year
- Roejen Environmental Sustainability Award

Awards will be presented at the Annual Presentation Dinner. Cypress Lakes Resort, 7pm, Monday 19th June 2017.

For nomination forms and award criteria, please visit the ARI website at www.arinsw.com.au



Accommodation:

To book accommodation at Cypress Lakes Resort follow the link below to download a form and then forward onto Cypress Lakes Resort.

<http://arinsw.com.au/wp-content/uploads/2016/11/Booking-Form-Aquatic-Recreation-Institute.pdf>

Please note that the hotel rate may not be as competitive as the online booking sites.

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For further information, please contact Louise Magee on 0414 659 389 or eo@aquaticinstitute.com.au www.arinsw.com.au