# Hawthorn Aquatic and Leisure Centre Access Key

**A customised accessibility guide**

**1 Grace Street**

**Hawthorn, Victoria 3122**

**Phone (03) 8393 9500**

**Website hawthorn.boroondaraleisure.com.au/**

**Updated July 2023**

**Version 2.0**

## Glossary

**Actively supervise - Parents and carers must have their children within eyesight at all times.**

**AFFL - Above finished floor level.**

**Balance - A biological system that enables us to maintain a body’s desired position and requires a number of sensory systems to work together.**

**Cardiovascular - Relating to the heart and blood vessels.**

**Coordination - The ability to use different parts of the body together smoothly and efficiently.**

**EVOLT 360 - A quick, non-evasive body composition scanner that can determine over 40 different metrics relating to body fat, lean muscle mass and visceral fat. This allows for a targeted diet, exercise and lifestyle plan to be developed.**

**Exercise Physiology - For people with acute, sub-acute, or chronic medical conditions, injuries or disabilities. It involves qualified health professionals delivering and evaluating safe and effective exercise interventions.**

**Flexibility - The ability of joints to move through a range of motion while unrestricted and pain free.**

**Gantry - An overhead ceiling hoist with a motor that moves along an overhead rail providing a person ease of transfer.**

**Gross motor skills - Involves the use of the large muscles of the body.**

**HHSH - Hand held shower hose.**

**Interpersonal and social skills - Relating to relationships or communication between people and the ability to interact with them in the most efficient and proper manner.**

**Mobility - The ability to move or be moved easily and freely.**

**MyZone heart rate tracking – A wearable tracking system that sits on patrons’ chests and links up to audio visual screens within the health club, allowing patrons to track various statistics such as their heart rate and intensity levels. Available for purchase at reception.**

**NDIS - National Disability Insurance Scheme.**

**Proprioception - Awareness of position and movement of the body.**

**Sensory exploration - The stimulation of one’s senses: touch, smell, taste, movement, balance, sight and hearing**

**Sensory regulation - Relates to an individual's ability to increase and decrease their alertness, or arousal, to match the situation or environment.**

**Social interaction - Consider the perspective of other people and understand their needs.**

**TGSI - Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.**

**Vestibular - Awareness of balance and spatial orientation in order to coordinate movement with balance.**

## Guidelines

**Thank you for choosing to use an Access Key for Hawthorn Aquatic and Leisure Centre.**

**This customised accessibility guide provides convenient information about accessing Hawthorn Aquatic and Leisure Centre.**

**Access Keys are universally designed and suitable for all people, regardless of ability.**

**For your Access Key to be successful, we recommend you follow these guidelines.**

**Access Keys are available online to help you prepare for your visit in advance.**

**Access Keys can be read and shared in an environment free of distractions.**

**Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.**

**If sharing the Access Key with participant, help the participant comprehend key points, consistently monitoring for level of understanding.**

**If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.**

**If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.**

**Once the visit has taken place, revisit the Access Key to celebrate success.**

**Download Access Key in its entirety - 72 pages in total.**

## Did You Know?

**Hawthorn Aquatic and Leisure Centre (HALC) is proudly owned by the City of Boroondara and managed by YMCA Victoria. http://victoria.ymca.org.au/**

**View the City of Boroondara’s Disability Action Plan.  
https://www.boroondara.vic.gov.au/media/file/disability-action-plan-2018-22.pdf**

**City of Boroondara have lots of sport and recreation activities for people with disability. Visit council's website to learn more. https://www.boroondara.vic.gov.au/community-support/disability-and-accessibility/accessible-recreation-and-sport**

**BindiMaps are installed to assist with navigation inside the centre. BindiMaps is a mobile app suitable for all users but is optimised for users with vision impairments. https://bindimaps.com/**

**HALC is an accredited Watch around Water centre.**

**https://lsv.com.au/pool-safety-services/watch-around-water/**

**A range of membership options are available including options specifically to support young members aged 12 to 17 years and members aged over 50 years. https://hawthorn.boroondaraleisure.com.au/memberships**

**Please visit our website for casual entry prices. https://hawthorn.boroondaraleisure.com.au/visit/prices**

**1:1 swim access classes are available. For further information, please contact reception on 9893 9500 or visit our website. https://hawthorn.boroondaraleisure.com.au/swim/swimming-lessons**

**Flexible school programs are available.**

**https://hawthorn.boroondaraleisure.com.au/swim/programs-for-schools**

**HALC offers a nutrition program which is free as part of your membership.**

**https://hawthorn.boroondaraleisure.com.au/wellness/nutrition**

**HALC helps people experiencing disadvantage by subsidising the costs of YMCA programs and services through the YMCA Open Doors program. For information on eligibility and how to apply, please visit our website. https://hawthorn.boroondaraleisure.com.au/open-doors**

**Follow us on Facebook and Instagram.**

**https://www.facebook.com/HawthornYMCA**

**https://www.instagram.com/hawthornaquaticleisurecentre/**

**To provide feedback please visit our website or call us on (03) 8393 9500.**

**https://hawthorn.boroondaraleisure.com.au/contact-us**

**HALC has a wide range of facilities to help you achieve your fitness goals.**

**Aquatic Supervision Rules:**

**Children under the age of 5 must remain within arm's reach of a parent/guardian aged 16 years or older at all times in the water.**

**Children under 5 years must wear a yellow wristband.**

**Groups will not be permitted entry where the number of parents/guardians supervising a group of children aged under 5 years exceeds the ratio of 1:2.**

**Children aged 6 to 9 years must be ACTIVELY supervised by a parent/guardian aged 16 years or older.**

**Children aged 6 to 9 years must wear a red wristband.**

**Groups will not be admitted entry where the number of parents/guardians supervising a group of children aged 6-10 years exceeds the ration of 1:4.**

**No photography permitted in the centre.**

## Getting There

**Hawthorn Aquatic and Leisure Centre is located at 1 Grace Street, Hawthorn.**

**See Google Maps reference here.**

**https://www.google.com/maps/place/1+Grace+St,+Hawthorn+VIC+3122/@-37.8209401,145.0322492,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad64233a305c53b:0x11061280fa4629b3!8m2!3d-37.8209401!4d145.0344379**

**Train**

**The closest station is Glenferrie Station on the Lilydale and Belgrave train lines.**

**Bus**

**The nearest bus stop is at Glenferrie Station, Hawthorn, 200 metres from the centre.**

**Tram**

**The nearest tram stop is on Glenferrie Road, 50 metres from the centre. The number 16 tram will get you there.**

**For further information on how to get to HALC, please visit Public Transport Victoria. https://www.ptv.vic.gov.au/journey**

## Parking

**The most convenient parking for Hawthorn Aquatic and Leisure Centre is located within two designated carparks on site.**

**Main carpark**

**Location**

1. **From Glenferrie Road, proceed down Grace Street.**
2. **Follow Grace Street around to the right, to front of the centre.**
3. **Main carpark is just after the centre, on the left.**

**Includes:**

**one accessible parking bay, 60 metres from the main entrance to the centre**

**two 5-minute parking bays at the main entrance**

**nearby street parking with 2-4 hour restrictions.**

**Side carpark**

**Location**

1. **From Glenferrie Road, proceed down Grace Street.**
2. **Continue straight down Grace Street, along the left-hand side of the building.**

**Includes four accessible parking bays, 10 metres from the side entrance to the centre.**

**In total, there are two hundred general parking bays available in the main and side carparks.**

**Parking in both carparks is restricted to 2 hrs, with the first hour free. Ticket machines are located in both the main and side carparks.**

**Ticket machines accept coins (not notes), card and phone app for payments. Tickets must be displayed on car dashboard, even for a 1-hour ticket.**

**Disability permit holders are exempt from parking restrictions and payments.**

**Coach buses are required to drop off outside the main entrance. They are not permitted to park in the carparks. Community buses are permitted to park in the carparks.**

**Bike racks are available.**

## Welcome

**Welcome to Hawthorn Aquatic and Leisure Centre.**

**Main Entrance**

**Entry is via two sets of glass automated doors; both sets with a clearance of 1530mm.**

**Side Entrance**

**Entry is via glass automated doors with a clearance of 1000mm.**

**For opening hours and contact details please visit our website.**

**https://hawthorn.boroondaraleisure.com.au/visit/opening-hours**

**Operating hours may vary depending on programs being run on a day-to-day basis. Please check before attending for availability of specific pools.**

**For further details please call (03) 8393 9500** **or email ymca.hawthorn@ymca.org.au.**

**There are undercover areas directly outside the main and side entrances to the centre.**

**Bench seats with back and armrests are located outside the main entrance.**

## Staff

**Customer service, gymnasium, childcare and café staff wear blue polo shirts with the YMCA and Boroondara logos on the front, along with name badges. Staff wear black shorts.**

**Lifeguards wear international standard uniform which comprises of a bright yellow and red long sleeve shirt with red shorts. The word 'Lifeguard' is across the front and back of shirts. They carry a bum bag, a kickboard and a radio.**

**Swim instructors wear a red rash vest with the words “Swim Teacher” on the back.**

**Group fitness instructors wear active wear.**

## Reception

**Reception is located ahead of the main entrance doors, past the café, to the right.**

**It can also be accessed via the side entrance.**

**Staff are available to provide assistance with any enquiries, bookings, payments or to provide directions.**

**A low height reception counter is available to the right of the main reception desk. A seat with a backrest is available at this counter.**

**There is a visual Communication Board at reception to support confident communication.**

**Seating options in reception include chairs with back and armrests.**

**Audio-visual screens display pricing.**

**Manual water wheelchairs are available for use. These are located within the indoor pool hall, next to the warm water pool.**

**There is a merchandise stand with sporting apparel, swimwear and essential accessories.**

**Members**

1. **Children are required to collect and wear an appropriate coloured wrist band for the pool. Bands can be collected from reception.**
2. **Sauna users report to reception to collect wristband ‘colour of the day’.**
3. **Swipe membership card, wristband or keyring fob at the scanner. Scanners are located on entry gates at a height of 870mm AFFL.**
4. **Member gates automatically open inward with a clearance of 980mm.**

**Casual Guests**

1. **Report to reception.**
2. **Pay for visit. Cash or EFTPOS is accepted.**
3. **Children are required to collect and wear an appropriate coloured wrist band for the pool. Bands can be collected from reception.**
4. **Sauna users report to reception to collect wristband 'colour of the day'.**
5. **Customer service staff will buzz casual guests through the entry gates.**
6. **Enter through the automatic entry gates directly ahead of reception. Gates open inward with a clearance of 980mm.**

**The two gates on the left take patrons to the health club. The four gates on the right take patrons to the aquatic facilities.**

### Sensory Guide Reception

#### Feel

* **Change in ground surface**
* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Automated doors**
* **Café sounds**
* **Heating/Cooling**
* **Music**
* **People**
* **Phones**

#### Sights

* **Bright lights**
* **People**
* **Glare**

#### Smells

* **Chlorine**
* **Food/Drink**

## Reception Toilets

**Hawthorn Aquatic and Leisure Centre has two accessible toilets in the reception area.**

**Location**

1. **Enter through the main entry doors.**
2. **Go to reception.**
3. **Toilets are opposite reception, to the left.**

**Accessible Toilet One**

**Includes:**

**all genders accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 850mm. Twist lock at 1080mm AFFL**

**cubicle space 2700mm x 3000mm**

**grab bars to the left and behind toilet**

**toilet seat at height 470mm AFFL with left hand transfer**

**sink height 800mm AFFL with lever tap at 950mm AFFL**

**baby change.**

**Accessible Toilet Two**

**Includes:**

**all genders accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 850mm. Twist lock at 1080mm AFFL**

**cubicle space 2500mm x 2470mm**

**grab bars to the right and behind toilet**

**toilet seat at height 470mm AFFL with right hand transfer**

**sink height 810mm AFFL with lever tap at 950mm AFFL**

**baby change.**

### Sensory Guide Reception Toilets

#### Feel

* **Change in ground surface**
* **Heating/Cooling**

#### Sounds

* **Echo**
* **Hand dryers**
* **Heating/Cooling**
* **Music**
* **Toilet flushing**
* **Water running**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Air freshener**
* **Bathroom smells**
* **Disinfectants**

## Therapeutic Benefits

**Being involved in regular moderate physical activity can provide numerous advantages. Listed below are the associated therapeutic benefits of participating in activities available at Hawthorn Aquatic and Leisure Centre.**

**Aquatic Activities:**

**Develops interpersonal and social skills**

**Develops understanding of winning and losing**

**Encourages cooperation**

**Encourages sensory exploration**

**Facilitates development of gross motor skills**

**Improves cardiovascular health**

**Improves muscular strength**

**Improves overall mental health and wellbeing**

**Improves proprioception**

**Promotes improvement in range of movement**

**Promotes sensory and emotional regulation**

**Reduces pain and inflammation**

**Reduces stiffness**

**Relaxation and calming benefits**

**Supports injury rehabilitation**

**Warm Water Exercise:**

**Assists in the management of injuries and rehabilitation**

**Encourages sensory exploration**

**Facilitates development of gross motor skills**

**Functional retraining for work**

**Increased flexibility**

**Increased aerobic fitness**

**Increased muscular strength**

**Relief of muscular tension and decreased pain**

**Reduces pain and stiffness**

**Aquatic Group Fitness:**

**Assists in the management of injuries and rehabilitation**

**Encourages social interaction and community participation**

**Exercises the body without putting stress on joints**

**Improves endurance**

**Improves physical fitness**

**Increases flexibility**

**Increases muscle strength**

**Promotes sensory regulation**

**Reduces pain and stiffness**

**Gymnasium:**

**Assists with balance and flexibility**

**Assists with stress relief, decreased anxiety and better sleep**

**Decreases risk of chronic disease**

**Encourages social interaction and community participation**

**Helps improve brain functionality and memory**

**Helps improve mood**

**Helps improve posture**

**Helps reduce joint and muscle pain**

**Improves cardiovascular fitness**

**Increases energy levels**

**Promotes sensory and emotional regulation**

**Group Fitness:**

**Encourages social interaction and community participation**

**Fitness instructors help to ensure exercises are executed in the correct way**

**Gentle exercises for joints (spin and low impact classes)**

**Helps improve physical fitness**

**Improves energy levels**

**Improves mental health**

**Improves muscle strength in legs**

**Promotes sensory and emotional regulation**

**Working out in a group assists with fitness motivation and accountability**

**Did you know that sport and active recreation can fit into four different NDIS funding categories?**

**The NDIS Sports Guide will walk you through how to include sport and recreation into your NDIS planning goals.**

**https://dsr.org.au/ndis-sports-guide/**

## Indoor Pool Hall

**The indoor pool hall is accessible for community members of all ages and abilities to enjoy a range of aquatic activities.**

**Location**

**Past reception, directly ahead of the entry gates.**

**Entry is via glass automated doors with a clearance of 930mm.**

**Includes:**

* **two fully accessible toilet and changerooms**
* **other change facilities and toilets**
* **indoor warm water pool**
* **sauna**
* **communal showers**
* **bench seating and stools with no back or armrests.**

## Indoor Pool Hall Full Accessible Toilets and Change Facilities

**There are two dedicated fully accessible toilet and changerooms. These facilities have extra features and more space to meet the needs of people with severe and profound disabilities.**

**Location**

1. **Enter through the warm water pool entry doors.**
2. **Go straight ahead.**
3. **The fully accessible toilets and changerooms are on the left.**

**Fully Accessible Toilet and Change Facility One**

**Includes:**

**all genders accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 860mm. Twist lock at 1060mm AFFL**

**cubicle space 2900mm x 4160mm**

**grab bars to the right and behind toilet**

**toilet seat at height 470mm AFFL with right hand transfer**

**sink height 830mm AFFL with lever tap at 1000mm AFFL**

**shower with HHSH, grab bars and shower bench**

**adult change table – electronically height adjustable foldable table with maximum load 220kg**

**Prism Medical ceiling hoist with maximum load 283kg**

**gantry system allowing transfer from adult change table to the warm water pool.**

**Fully Accessible Toilet and Change Facility Two**

**Includes:**

**all genders accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 850mm. Twist lock at 1090mm AFFL**

**cubicle space 4140mm x 2800mm**

**grab bars to the left and behind toilet**

**toilet seat at height 470mm AFFL with left hand transfer**

**sink height 810mm AFFL with lever tap at 1000mm AFFL**

**shower with HHSH, grab bars and shower bench**

**adult change table – electronically height adjustable foldable table with maximum load 220kg**

**Prism Medical ceiling hoist with hoist with maximum load 283kg**

**gantry system allowing transfer from adult change table to the warm water pool.**

**Signage detailing operating instruction for the safe use of the change table and ceiling hoist is on the wall next to this equipment in each accessible changeroom.**

**For health and hygiene purposes, it is advisable patrons bring their own sling. However, slings are available at reception that can be borrowed.**

**Please ensure it is compatible with the hoist. If there is any uncertainty, please do not use hoist.**

### Sensory Guide Indoor Pool Hall Fully Accessible Toilets and Change Facilities

#### Feel

* **Heating/Cooling**

#### Sounds

* **Echo**
* **Hand dryers**
* **Music**
* **Running water**
* **Toilet flushing**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Air freshener**
* **Bathroom smells**
* **Chlorine**
* **Disinfectants**
* **Shower products**

## Indoor Pool Hall Accessible Toilet and Change Facilities

**The indoor pool area also has an accessible toilet and change facilities.**

**Accessible Toilet**

**Location**

1. **Enter through the warm water pool entry doors.**
2. **Turn left.**
3. **Accessible toilet is the last cubicle on the left.**

**Includes:**

**all genders accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 850mm. Twist lock at 1080mm AFFL**

**cubicle space 2900mm x 3000mm**

**grab bars to the left and behind toilet**

**toilet seat at height 470mm AFFL with left hand transfer**

**sink height 820mm AFFL with lever tap at 1000mm AFFL**

**shower with HHSH, grab bars and shower bench**

**baby change.**

**Other Change Facilities**

**Includes:**

* **family changerooms with benches and hooks**
* **separate men/boys and women/girl’s toilets with:**
* **change area with benches and hooks**
* **open shower area**
* **private shower cubicles, including one ambulant**
* **toilets, including ambulant**
* **nappy disposal unit.**

### Sensory Guide Indoor Pool Hall Accessible Toilet and Change Facilities

#### Feel

* **Heating/Cooling**
* **Shared personal space (excl accessible)**

#### Sounds

* **Echo**
* **Hand dryers**
* **Hair dryers**
* **Music**
* **People (excl accessible)**
* **Running water**
* **Toilet flushing**

#### Sights

* **Bright lights**
* **Mirror/Reflection**
* **People (excl accessible)**

#### Smells

* **Air freshener**
* **Bathroom smells**
* **Chlorine**
* **Disinfectants**
* **Shower products**

## Indoor Pool Hall Warm Water Pool

**This pool is utilised for hydrotherapy, rehabilitation, recovery sessions, gentle warm water exercise, aquatic group fitness and swimming tuition for people of all ages and abilities.**

**The warm water pool is available for public access. However, there may be limited room for public use when classes are running.**

**For more information on opening hours, please visit our website.**

**https://hawthorn.boroondaraleisure.com.au/visit/opening-hours**

**Includes:**

* **gantry system allowing transfer from adult change table to pool**
* **pool access ramp with handrails on both sides**
* **ramp length 16.3m with 6% gradient**
* **one stepped entry point with handrails on both sides**
* **ladder entry points with handrails on both sides**
* **depth 1 metre to 1.4 metres**
* **pool temperature 34 degrees Celsius**
* **wide windows on the east and north walls may be opened by staff to allow patrons to move in and out**
* **lessons available for infants, pre-schoolers, school aged children and adults.**

### Sensory Guide Indoor Pool Hall Warm Water Pool

#### Feel

* **Being splashed**
* **Heat/Humidity**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Warm water**
* **Water resistance**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Announcements**
* **Echo**
* **Music (during classes)**
* **People**
* **Running water**

#### Sights

* **Bright lights**
* **Glare**
* **People**
* **Splashing**

#### Smells

* **Chlorine**

## Indoor Pool Hall Sauna

**The sauna is located next to the warm water pool.**

**Access is via a manual door opening outward with a clearance of 900mm.**

**Sauna users are required to wear a wristband.**

**There is two-tiered, bench seating within the sauna.**

**Entry Conditions**

* **Shower before entering.**
* **Limit use to a maximum of 15 minutes at one time.**
* **Bring a water bottle to stay well hydrated.**
* **Do not use if you are pregnant or suffering from a heart condition.**
* **Do not exercise.**
* **No personal use of water/oils to activate heat.**
* **Children under the age of 18 are not permitted.**
* **Do not use while under the influence of drugs or alcohol.**
* **If you are taking medication or are unwell, please seek medical advice before use.**

### Sensory Guide Sauna

#### Feel

* **Change in ground surface**
* **Dry air**
* **Heat**
* **Increased body temperature**
* **Shared personal space**

#### Sounds

* **People**

#### Sights

* **Dim lighting**
* **People**

#### Smells

* **Chlorine**
* **Heated wood**
* **Perspiration**

## Outdoor Pool Area

**Location**

1. **Go through the entry gates at reception.**
2. **Turn immediately right.**
3. **Proceed straight ahead.**

**Entry is via glass automated doors with a clearance of 1580mm.**

**The outdoor pool can also be accessed via the warm water pool, near the male and female changerooms. Entry is via glass automated doors with a clearance of 1460mm.**

**In addition, the outdoor pool can be accessed via a manual door next to the warm water pool. This door opens inward with a clearance of 870mm.**

**Includes:**

* **accessible toilet**
* **50 metre Lap Pool**
* **communal showers**
* **bench seats with no back or armrests. There are also lounge chairs with back and armrests.**

## Outdoor Pool Area Accessible Toilet

**The outdoor pool area has one accessible toilet.**

**Location**

1. **Go through the entry gates at reception.**
2. **Turn immediately right.**
3. **Go through glass automated doors with a clearance of 1580mm to the outdoor pool area.**
4. **The accessible toilet is on the left, after the first aid room.**

**Includes:**

**all genders accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 860mm. Twist lock at 1040mm AFFL**

**cubicle space 2740mm x 2920mm**

**grab bars to the right and behind toilet**

**toilet seat at height 460mm AFFL with right hand transfer**

**sink height 810mm AFFL with lever tap at 1010mm AFFL**

**shower with HHSH, grab bars and shower bench**

**baby change.**

### Sensory Guide Outdoor Pool Area Toilet

#### Feel

* **Change in ground surface**

#### Sounds

* **Echo**
* **Hand dryer**
* **Music**
* **Running water**
* **Toilet flushing**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Air freshener**
* **Bathroom smells**
* **Disinfectants**
* **Shower products**

## Outdoor Pool Area 50 Metre Lap Pool

**This pool is open to the public all year round.**

**It is utilised for lap swimming, swimming lessons, group fitness classes, pool games, casual swimming and water polo training and competition.**

**Includes:**

* **pool access ramp with handrails on both sides**
* **ramp length 18.1m with 6% gradient**
* **stepped entry point with handrail on both sides**
* **ladder entry points with handrails on both sides**
* **depth 1.3 metres to 2.2 metres**
* **nine full-sized lanes**
* **pool temperature 27 degrees Celsius.**

**For lap lane availability and private lane bookings, please visit our website or call us on 8393 9500.**

**https://hawthorn.boroondaraleisure.com.au/swim/lap-swimming**

**Lap Lane Etiquette:**

* **Show courtesy and consideration to others at all times.**
* **Comply with poolside signage.**
* **Select a lane based on your swimming speed and stroke selection (slow, medium, fast). You may need to move to an alternate lane if you change strokes.**
* **Take care when passing another swimmer. Always pass to the right and return promptly to the left of the lane.**
* **Allow faster swimmers to pass.**
* **To avoid congestion at the end of the lane, move to the corner of the lane.**
* **During peak times avoid activities/drills that may disrupt other swimmers.**
* **Please co-operate with any requests made by the supervising lifeguard.**

### Sensory Guide Outdoor Pool Area 50 Metre Lap Pool

#### Feel

* **Being splashed**
* **Cool water**
* **Flying insects**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Warm water**
* **Water resistance**
* **Weather**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Announcements**
* **Music (during classes)**
* **People**
* **Splashing**
* **Starter guns (during comp)**
* **Traffic**
* **Weather**

#### Sights

* **Glare**
* **People**
* **Splashing**

#### Smells

* **Chlorine**
* **Sunscreen**

## Aquatic Group Fitness

**Hawthorn Aquatic and Leisure Centre offer a variety of aquatic group fitness classes.**

**General Water Exercise classes are held in the warm water pool. These classes are tailored for older adults, people with a disability or people that have an injury.**

**Aqua Aerobic classes are moderate to high intensity and are held in both the warm water pool and outdoor pool.**

**Deep Water Running classes are higher intensity and are held in the outdoor pool.**

**To see a description of specific classes, please visit our website.**

**https://hawthorn.boroondaraleisure.com.au/swim/aquatic-group-fitness**

**Members and casual guests can participate in aquatic group fitness classes. Casual guests incur a fee. For information on prices, please visit our website.**

**https://hawthorn.boroondaraleisure.com.au/swim/aquatic-group-fitness**

**Classes can be booked online and have a duration of 50 to 60 minutes. https://hawthorn.boroondaraleisure.com.au/fitness/group-fitness-timetable**

**Further Information**

* **Tell the instructor if you have any injuries before the class starts.**
* **Be early, late entry is not permitted.**
* **Be prepared with your workout gear, towel and water bottle.**
* **Let the instructor know if it’s your first time in an aquatic group fitness class.**
* **Be respectful and supportive of your fellow participants and our instructors.**
* **Stay till the end of the class.**
* **Put equipment away after the class.**
* **The minimum age to attend aquatic group fitness classes is 12 years old for members and 16 years old for casual guests.**

### Sensory Guide Aquatic Group Fitness

#### Feel

* **Being splashed**
* **Cool/Warm water**
* **Flying Insects (outdoor pool)**
* **Heat/Humidity**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Water resistance**
* **Weather (outdoor pool)**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Announcements**
* **Echo**
* **Music**
* **People**
* **Running water**
* **Traffic (outdoor pool)**
* **Weather (outdoor pool)**

#### Sights

* **Bright lights**
* **Glare**
* **People**
* **Splashing**

#### Smells

* **Chlorine**
* **Sunscreen (outdoor pool)**

## Health Club

**The Health Club is located on level one. Stepped or lift access is available.**

**Includes:**

* **health club reception**
* **toilets and change facilities**
* **a large gym area and range of equipment to cater for all fitness levels**
* **fitness studios.**

## Health Club Toilets and Change Facilities

**The health club has change facilities and two accessible toilets.**

**Accessible Toilet One**

**Past health club reception.**

**Includes:**

**all genders accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 850mm. Twist lock at 1080mm AFFL**

**cubicle space 2820mm x 3030mm**

**grab bars to the left and behind toilet**

**toilet seat at height 470mm AFFL with left hand transfer**

**sink height 820mm AFFL with lever tap at 1000mm AFFL**

**shower with HHSH, grab bars and shower bench**

**baby change.**

**Accessible Toilet Two**

**Location**

**At the far east end of the gym, on the right.**

**Includes:**

**all genders accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 850mm. Twist lock at 1090mm AFFL**

**cubicle space 3050mm x 2820mm**

**grab bars to the right and behind toilet**

**toilet seat at height 450mm AFFL with right hand transfer**

**sink height 820mm AFFL with lever tap at 950mm AFFL**

**shower with HHSH, grab bars and shower bench**

**baby change.**

**Other Change Facilities**

* **Separate men/boys and women/girl’s toilets including:**
* **ambulant toilets**
* **shower cubicles, including one ambulant**
* **change area with benches and hooks**
* **hair dryer (women/girl’s only)**
* **baby change.**

### Sensory Guide Health Club Toilets and Change Facilities

#### Feel

* **Change in ground surface**
* **Heating/Cooling**
* **Shared personal space (excl accessible)**

#### Sounds

* **Echo**
* **Hand dryers**
* **Hairdryers**
* **Music**
* **People (excl accessible)**
* **Running water**
* **Toilet flushing**

#### Sights

* **Bright lights**
* **Mirror/Reflection**
* **People (excl accessible)**

#### Smells

* **Air freshener**
* **Bathroom smells**
* **Disinfectants**
* **Shower products**

## Health Club Gymnasium

**Includes:**

* **modern electronic, pin-loaded and free weight equipment**
* **divided cardio and weights area**
* **designated functional training space**
* **Performance Zone https://hawthorn.boroondaraleisure.com.au/fitness/gym**
* **individual and small group personal training sessions**

**https://hawthorn.boroondaraleisure.com.au/fitness/personal-training**

* **EVOLT 360**
* **MyZone heart rate tracking**
* **Personal Success Plan**
* **a selection of accessible fitness equipment including a hand cycle machine, recumbent bikes, free weights, bar bells, kettle bells, medicine balls and dumb bells, cable machines, rowers, TheraBands and foam rollers.**
* **seats and couches with backrests**
* **open lockers**
* **sanitiser and wipe stations.**

**Members and guests are required to bring their own workout towel.**

**If you have any medical conditions, we advise that you speak to your doctor prior to commencing any physical activity.**

**Children under the age of 12 are not permitted to use gym equipment.**

### Sensory Guide Health Club Gymnasium

#### Feel

* **Change in ground surface**
* **Fans**
* **Heating/Cooling**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**

#### Sounds

* **Announcements**
* **Gym equipment**
* **Heating/Cooling**
* **Music**
* **People**
* **Weights clanging**

#### Sights

* **Bright lights**
* **Fans oscillating**
* **Glare**
* **Mirror/Reflection**
* **People**

#### Smells

* **Deodorants**
* **Perspiration**
* **Rubber matting**
* **Sanitiser/Wipes**

## Health Club Group Fitness Studios

**Hawthorn Aquatic and Leisure Centre has a variety of popular group fitness classes for all ages and abilities. For a full list of class descriptions, please see our website.**

**https://hawthorn.boroondaraleisure.com.au/fitness/group-fitness-classes**

**There are three fitness studios. All studios are located on level one to the left of the stairs and lift, within a hallway.**

**Main Group Fitness Studio (Program Room 1):**

**Location  
First and second doors, on the right.**

**Access is via manual doors opening inward with a clearance of 880mm. These doors can be opened to double doors with a clearance of 1740mm.**

**Cycle Studio:**

**Location  
First door on the left.**

**Access is via a manual door opening inward with a clearance of 870mm. This door can be opened to double doors with a clearance of 1730mm.**

**Health and Wellness Group Fitness Studio (Program Room 2):**

**Location  
Second and third doors, on the left.**

**Access is via manual doors opening inward with a clearance of 860mm. These doors can be opened to double doors with a clearance of 1690mm.**

**Fitness studios include:**

* **mirrored walls**
* **audio-visual screens**
* **open lockers (excl cycle studio)**
* **fans**
* **stages (excl cycle studio)**
* **sanitiser and wipe stations**
* **variety of gym equipment relevant to each class.**

**Classes, including scheduled virtual classes in the cycle studio, can be booked online using the online booking system available on our group fitness timetable page.**

**https://hawthorn.boroondaraleisure.com.au/fitness/group-fitness-timetable**

**Unscheduled virtual classes are also available in the cycle studio. Please inquire at reception.**

**Classes have a duration of 55 to 60 minutes.**

**Further Information**

* **Tell the instructor if you have any injuries before the class starts.**
* **Be early, late entry is not permitted.**
* **Be prepared with your workout gear, towel and water bottle.**
* **Let the instructor know if it’s your first time in a group fitness class.**
* **Be respectful and supportive of your fellow participants and our instructors.**
* **Stay till the end of the class.**
* **Put equipment away after the class.**
* **The minimum age to attend most group fitness classes is 12 years old for members and 16 years old for casual guests.**
* **The minimum age to attend Body Pump, METCON, Boxing, Body Attack, Strength and Kettlebell is 16 years of age.**
* **Youth members must attend a health planning session and induction with a parent/guardian before attending group fitness classes.**

### Sensory Guide Health Club Group Fitness Studios

#### Feel

* **Change in ground surface (excl cycle studio)**
* **Fans**
* **Heating/Cooling**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**

#### Sounds

* **Amplified voice**
* **Announcements**
* **Heating/Cooling**
* **Feet stomping**
* **Music**
* **People**

#### Sights

* **Bright lights**
* **Fans oscillating**
* **Glare**
* **Mirror/Reflection**
* **Rapid movement**

#### Smells

* **Deodorant**
* **Perspiration**

## Wellbeing and Allied Health

**Hawthorn Aquatic and Leisure Centre is committed to providing community health care support with Wellbeing and Allied Health Services.**

**The following services are offered to support people with disabilities, injuries and chronic health conditions:**

* **exercise physiology https://hawthorn.boroondaraleisure.com.au/wellness/exercise-physiology.**
* **physiotherapy**
* **podiatry**
* **chiropractic**
* **massage**
* **naturopathy**
* **sports medicine**
* **nutrition**
* **specialised rehabilitation services, including hydrotherapy.**

**Exercise physiology is held in an allied health room in the gymnasium on level one. Please report to the gymnasium reception desk.**

**All other appointments are held in our allied health suites, on ground level, at the Glenferrie Sports and Spinal Clinic.**

**https://glenferriessc.com.au/**

**Glenferrie Sports and Spinal Clinic Location**

1. **At reception, go through the entry gates.**
2. **The allied health suites are on the left, just before the entry doors to the indoor pool hall.**

**Please report to the clinic reception desk.**

**Consulting rooms are accessed via manual doors, opening inward with a clearance of 860mm.**

**Funding schemes that are available to assist with the cost of Allied Health Services include:**

* **National Disability Insurance Scheme https://www.ndis.gov.au/**
* **Department of Veterans’ Affairs https://www.dva.gov.au/**
* **Medicare https://www.servicesaustralia.gov.au/individuals/medicare**
* **WorkCover https://www.worksafe.vic.gov.au/insurance**
* **Transport Accident Commission https://www.tac.vic.gov.au/**

**For more information regarding services, referrals and bookings, please visit our website. https://hawthorn.boroondaraleisure.com.au/wellness/allied-health-suites**

## Creche

**A childcare program is open to members and casual guests and is staffed by qualified childcare educators. Members and casual sessions are available while you remain on the premises, as well as occasional care where you can leave the premise.**

**The creche is located through the main entrance doors, on the left.**

**Access is via a manual door opening inward with a clearance of 840mm.**

**Includes:**

* **indoor area with variety of toys, developmentally appropriate play equipment, arts and crafts**
* **rotating educational program on a fortnightly basis**
* **kitchenette**
* **children’s toilet and baby change area**
* **open lockers**
* **undercover outdoor area with a variety of play equipment.**

**For more information on childcare services and bookings, please see our website.**

**https://hawthorn.boroondaraleisure.com.au/children/child-care**

### Sensory Guide Creche

#### Feel

* **Change in ground surface**
* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Children playing**
* **Phones**
* **Toys**
* **Singing**

#### Sights

* **Glare**
* **People**

#### Smells

* **Disinfectants**
* **Food/Drink**
* **Glue**
* **Paint**

## Café

**The café is located through the main entrance doors, on the right.**

**The café offers a range of fresh food, hot and cold snacks, cool drinks, made-to-order smoothies and barista-made coffee.**

**The café follows the Victorian Government’s Healthy Choices Guidelines Traffic Light System to help guide patrons to make healthy food choices. http://heas.health.vic.gov.au/healthy-choices/guidelines/traffic-light-system**

**Includes:**

* **serving counter at 900mm AFFL**
* **visual menu located on an audio-visual screen**
* **tables and chairs with backrests. There is also a bench table and stools with backrests**
* **outdoor area**
* **high chairs.**

**EFTPOS preferred.**

### Sensory Guide Café

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Automated door**
* **Coffee machine**
* **Fridges**
* **Music**
* **People**

#### Sights

* **Bright lights**
* **Glare**

#### Smells

* **Food/Drink**
* **Chlorine**

## Accessibility

**Throughout**

**Taped phone message about services and facilities.**

**Clear path of travel from outdoor to indoor areas.**

**Path from main carpark to main entry has a gradient of 1:48 (2.1%) for 26 metres.**

**Varied outdoor terrain of concrete, grass and asphalt.**

**Step free access to centre.**

**Varied internal terrain of carpet, floorboards, concrete, tiles, non-slip flooring and rubber matting.**

**Wayfinding signage throughout.**

**Wide, clear internal and external walkways.**

**Clear wheelchair circulation space, excluding lift.**

**Spaces for a person using a wheelchair to sit with friends.**

**Assistance animals welcome.**

**Staff available to read information.**

**Pen and paper for exchanging information.**

**Discounted entry prices for holders of government issued pension cards and Companion cards.**

**Storage available for mobility aids. Please inquire at reception.**

**Lockers placed throughout centre with varying operational heights. Casual users incur a small cost.**

**Spaces throughout for pram parking.**

**Music can be turned down.**

**Quiet areas can be made available.**

**Accessible guided tours.**

**Reception:**

**Low height reception counter 750mm AFFL with knee clearance 710mm AFFL.**

**Second reception counter 960mm AFFL.**

**Water fountain with low height faucet 930mm AFFL. Higher faucet 1260mm AFFL with knee clearance 920mm AFFL.**

**Centre main entry doors with exit push buttons at 1100mm AFFL.**

**Centre side entry doors with exit push button at 1130mm AFFL.**

**Indoor Pool Area:**

**Water fountain near warm water pool with lower height faucet 930mm AFFL. Higher faucet 1260mm AFFL with knee clearance 920mm AFFL.**

**Exit push button from warm water pool to outdoor pool area 1070mm AFFL.**

**Outdoor Pool Area:**

**Exit push button from reception area to outdoor pool 1100mm AFFL.**

**Exit push button from warm water pool to outdoor pool 1120mm AFFL.**

**Picnic table 750mm AFFL with knee clearance 650mm AFFL.**

**Water fountain height 790mm AFFL with knee clearance 510mm AFFL.**

**Turnstile exit gate from outdoor pool area to carpark.**

**Lift:**

**Door clearance 910mm.**

**Entry button operating height 1010mm AFFL.**

**Internal button operating height 1060mm AFFL.**

**Cubicle space 1400mm x 1060mm.**

**Raised lift buttons with Braille.**

**Health Club:**

**Scanner to access health club stair/lift 900mm AFFL.**

**Automatic gate to access health club stairs/lift opens outward with clearance 920mm.**

**Reception counter height 960mm AFFL.**

**Water fountain near male toilet with low height faucet 910mm AFFL and knee clearance 700mm AFFL. Higher faucet 1230mm AFFL.**

**Water fountain on wall next to entry to fitness studios with low height faucet 900mm AFFL and knee clearance 670mm AFFL. Higher faucet 1200mm AFFL.**

**Exercise Physiology consulting room with push door opening inward with a clearance of 860mm AFFL.**

**Allied Health Rooms 1 and 2 with manual doors, opening inward with a clearance of 860mm AFFL.**

**Automatic gate to access aquatic area from health club stairs/lift opens inward with clearance 920mm.**

**Wellbeing and Allied Health:**

**Accessible reception counter 750mm.**

**Second reception counter 950mm AFFL.**

**Creche:**

**Door handle to creche 1520mm AFFL.**

**Manual latch gate opens outward with a clearance of 930mm. Latch 1470mm AFFL.**

**Children’s toilet with manual door, opening inward with clearance 820mm.**

**Manual door to outdoor play area opens inward with a clearance of 850mm. Door handle 1510mm AFFL.**

**Café:**

**Tables 730mm AFFL with knee clearance 710mm AFFL.**

## Safety

**Throughout**

**Main entrance to carpark with pedestrian crossing, pram ramps and TGSI.**

**Main entry doors and surrounding glass panels with contrast safety bands 860mm to 940mm AFFL.**

**Side entry doors and surrounding glass panels with contrast safety bands 900mm to 980mm AFFL.**

**Sanitiser stations 1070mm AFFL.**

**Entrances with inground floormats. Not colour contrasted.**

**Defibrillators located in the first aid room and in the health club.**

**First Aid room located next to the outdoor pool.**

**Bins placed against walls.**

**Wet floor signage.**

**All staff with Working with Children Checks.**

**Evacuation maps located throughout.**

**Evacuation route to back gate with no ramp.**

**Fire wardens on site.**

**Children to be actively supervised at all times.**

**Walking only.**

**No smoking.**

**Illuminated exit signs.**

**Audible alerts in the case of an emergency.**

**In the event of an emergency, staff will help and direct patrons. If there is to be an evacuation, patrons will be directed to the nearest exit and designated assembly area.**

**For updated information on our COVID policy, please visit our website. https://hawthorn.boroondaraleisure.com.au/covid-19-updates**

**Reception:**

**Merchandise stalls displayed after main entry, immediately in front of reception, to the right.**

**Ice-cream and drinks fridge on wall opposite reception desk.**

**Indoor Pool Hall:**

**Entry doors and surrounding side panels with contrast safety bands 900mm to 1000mm AFFL.**

**Floormat at entry doors.**

**Windows with contrast safety bands 910mm to 1010mm AFFL.**

**Exit door and side panels to outdoor pool with contrast safety bands 910mm to 1010mm AFFL.**

**Motorised scooters permitted on pool hall deck with wheels locked and facing away from pool.**

**Sauna door and side panels with contrast safety bands 920mm to 1000mm AFFL.**

**Outdoor Pool Area:**

**Entry doors and side panels from reception to outdoor pool area with contrast safety bands 900mm to 1000mm AFFL.**

**Entry doors and side panels to indoor pool hall with contrast safety bands 900mm to 1000mm AFFL.**

**Accessible toilet with raised door trim strip on floor at entry.**

**Fully fenced.**

**White concrete pillars at end of pool. Colour contrasted.**

**Raised edge from grassed area to decking area.**

**Health Club:**

**Stairs with nosing, handrails on both sides and TGSI top and bottom.**

**Wipe stations next to male changerooms, on far-right wall of gymnasium and near free weights areas at 1110mm AFFL.**

**Wipe station opposite treadmills at 1470mm AFFL.**

**Gymnasium with raised edge on rubber matting.**

**Door from gymnasium to emergency stairs with exit push button 1110m AFFL.**

**Program Room 1:**

* **raised metal edge on floor at entry**
* **entry door with frosting through middle section. No frosting or contrast safety bands on side glass panels.**
* **2-stepped entry to stage.**
* **wipe station on far-right wall 1270mm AFFL and left of windows 1510mm AFFL.**

**Program Room 2:**

* **entry doors with frosting through middle section and side glass panels**
* **wipe station next to entry door 1520mm AFFL and on far-right wall 1260mm AFFL.**

**Cycle Studio:**

* **entry doors with frosting through middle section and side glass panels**
* **handtowel dispenser 1170mm AFFL and disinfectant spray 1190mm AFFL upon entry.**

**Glenferrie Sports and Spinal Clinic:**

**Doors to suites 1-5 fully frosted.**

**Creche:**

**Entry doors and side windows with frosting through middle sections.**

**Surrounding windows with frosting through middle section.**

**Outdoor area fully fenced.**

## Contact

**Hawthorn Aquatic and Leisure Centre**

**1 Grace Street**

**Hawthorn, VIC, 3122**

**Phone (03) 8393 9500**

**hawthorn.boroondaraleisure.com.au**

**Boroondara Leisure and Aquatic Facilities**

## Access Ability Australia

**To view the full range of free Access Keys available, go to AAA Library by clicking the following link. https://accessabilityaustralia.com/access-keys-2/**

**For Access Keys in Braille or audio, please Contact Us by clicking the following link.**

**https://accessabilityaustralia.com/contact-us/**

**Please complete our short feedback form to help us ensure continuous improvement.**

**https://accessabilityaustralia.com/aaa-product-feedback-form/  
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**The End.**