

# HAWTHORN AQUATIC AND LEISURE CENTRE

1 Grace Street  
Hawthorn Vic 3122  
Phone (03) 8393 9500  
[hawthorn.boroondaraleisure.com.au](http://hawthorn.boroondaraleisure.com.au)

## Access Key

A customised accessibility guide



# Contents and Glossary

Guidelines	<a href="#">3</a>
Communication Board	<a href="#">4</a>
Did You Know?	<a href="#">5</a>
Getting There	<a href="#">6</a>
Parking	<a href="#">7</a>
Welcome	<a href="#">8</a>
Map	<a href="#">9</a>
Staff	<a href="#">10</a>
Reception	<a href="#">11</a>
Reception Toilets	<a href="#">12</a>
Therapeutic Benefits	<a href="#">13</a>
Indoor Pool Hall	<a href="#">14</a>
Full Access Toilets and Change Facilities	<a href="#">15</a>
Accessible Toilet and Change Facilities	<a href="#">16</a>
Indoor Warm Water Pool	<a href="#">17</a>
Sauna	<a href="#">18</a>
Outdoor Pool Area	<a href="#">19</a>
Accessible Toilet	<a href="#">20</a>
50 Metre Lap Pool	<a href="#">21</a>
Aquatic Group Fitness	<a href="#">22</a>
Health Club	<a href="#">23</a>
Toilets and Change Facilities	<a href="#">24</a>
Gymnasium	<a href="#">25</a>
Group Fitness Studios	<a href="#">26</a>
Group Fitness Studios (cont)	<a href="#">27</a>
Wellbeing and Allied Health	<a href="#">28</a>
Creche	<a href="#">29</a>
Cafe	<a href="#">30</a>
Accessibility	<a href="#">31</a>
Safety	<a href="#">32</a>
Contact	<a href="#">33</a>

**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.

**HSHH** - 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 for 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 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.
- Accessibility information is located on page [32](#).
- Safety information is located on page [33](#).
- Download Access Key in its entirety - 34 pages in total.



**Access  
Ability  
Australia**

Access Keys are designed and developed by AccessAbilityAustralia.

To view the full range of free Access Keys available, go to [AAA Library](#).

For Access Keys in Braille or audio, please [Contact Us](#).

Please complete our short [survey](#) to help us ensure continuous improvement.



© AccessAbilityAustralia, All Rights Reserved. 2021 DISCLAIMER: All materials have been compiled from information available at time of production. They are not intended to replace professional advice including; but not limited to, access audits. All necessary care has been taken to design and produce Work(s). All measurements provided are within an approximate range. Full implementation guidelines are supplied in accordance with Work(s) in its entirety. You acknowledge and agree that you are using all services and facilities provided by AccessAbilityAustralia at your own risk and you agree to defend, indemnify, save and hold AccessAbilityAustralia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by AccessAbilityAustralia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. AccessAbilityAustralia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions. This Access Key is not to be altered by any parties without express permission of AccessAbilityAustralia.



# Communication Board

## Hawthorn Aquatic and Leisure Centre

April 2022 V1

Fully accessible toilet



Accessible toilet



Toilet



Change rooms



I don't speak English



Write it down



Booking



Membership



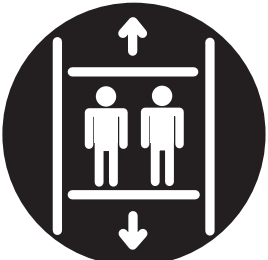
Question



Stairs



Lift



Drinking fountain



Swim



Exercise class



Gym



Cafe



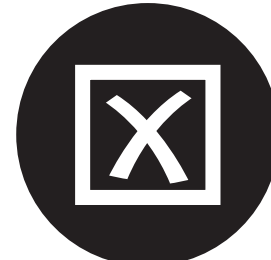
I need help



Yes



No



First aid







## Did You Know?

- Hawthorn Aquatic and Leisure Centre (HALC) is proudly owned by the City of Boroondara and managed by [YMCA Victoria](#).
- View the City of Boroondara's [Disability Action Plan](#).
- City of Boroondara have lots of sport and recreation activities for people with disability. Visit council's [website](#) to learn more.
- [BindiMaps](#) installed to assist with navigation inside the centre. BindiMaps is a mobile app suitable for all users but is optimised for users with vision impairment.
- HALC is an accredited [Watch Around Water](#) centre.
- 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.
- Please visit our [website](#) for casual entry prices.
- 1:1 swim access classes are available. For further information, please contact reception on 9893 9500 or our [website](#).
- [Flexible school programs](#) are available.
- HALC offers a [nutrition program](#) which is free as part of your membership.
- 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](#).

- Follow us on [Facebook](#) and [Instagram](#).
- To provide feedback please visit our [website](#) or call us on (03) 8393 9500.
- HALC has a wide range of facilities to help you achieve your fitness goals.

## Aquatic Supervision Rules

### Children under 5 years old

- All children must be accompanied into the centre by a person over the age of 18 and supervised within arms' reach, at all times in the water.
- All children must wear a yellow wristband supplied by staff to help identify their age while swimming.
- Children will not be admitted without a full fee paying parent/guardian who must also be in the water at all times.
- Groups will not be admitted entry where the number of parents/guardians supervising a group of children under 5 years exceeds the ratio of 1:2.

### Children under 10 years old

- All children under the age of 10 must be accompanied into the centre by a person over the age of 18.
- All children must be constantly and actively supervised by an adult over the age of 18 at all times. The adult must have a clear and active view of the child with no physical or structural barriers between them (this includes tech and devices).
- All children must wear a red wristband supplied by staff to help identify their age while swimming. Groups will not be admitted entry where the number of parents/guardians supervising a group of children under 10 years exceeds the ratio 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](#).

## 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](#).







# 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 the 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 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 also 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](#).

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](mailto:ymca.hawthorn@ymca.org.au).

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

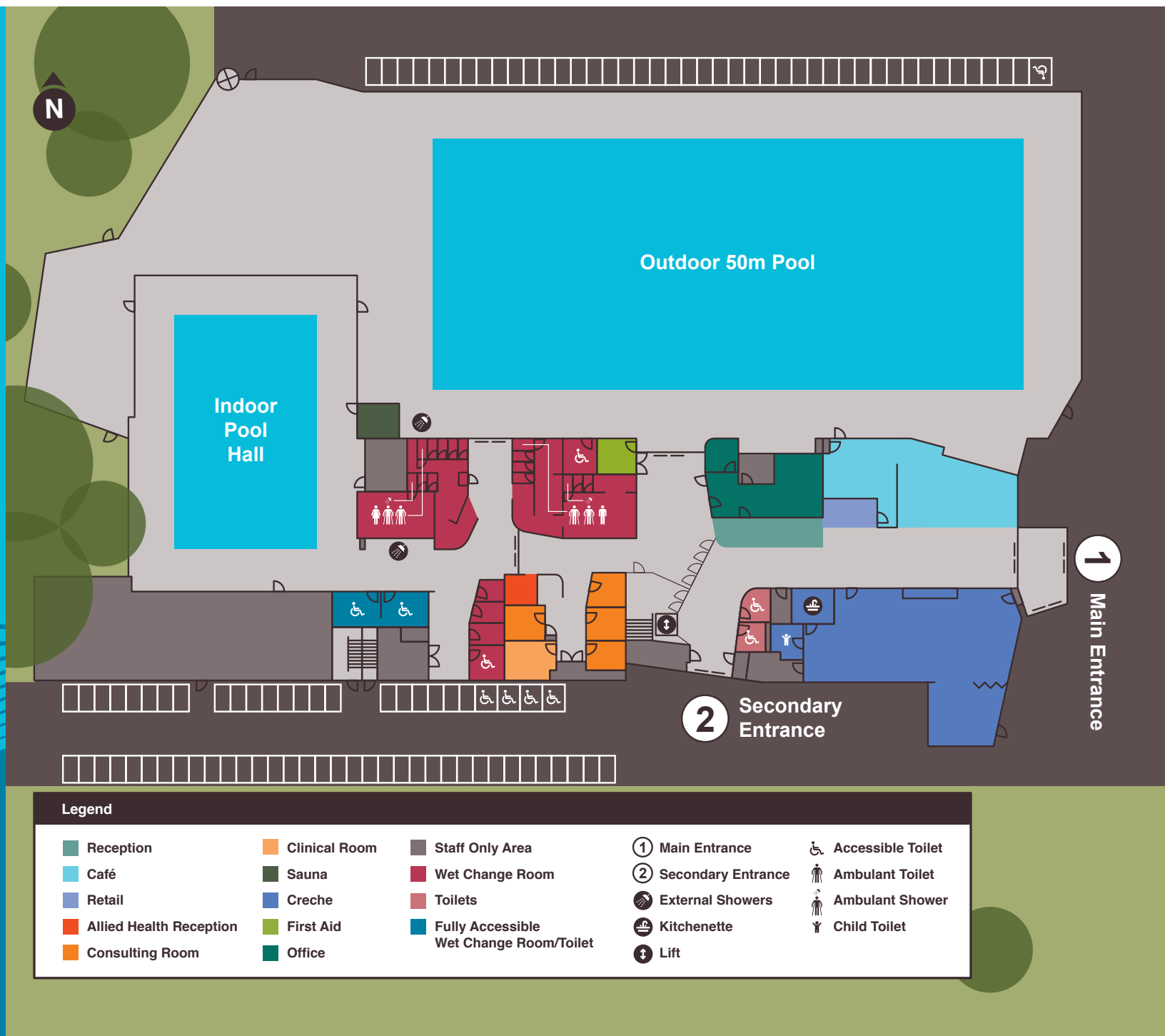
Bench seats with back and armrests are located outside the main entrance.





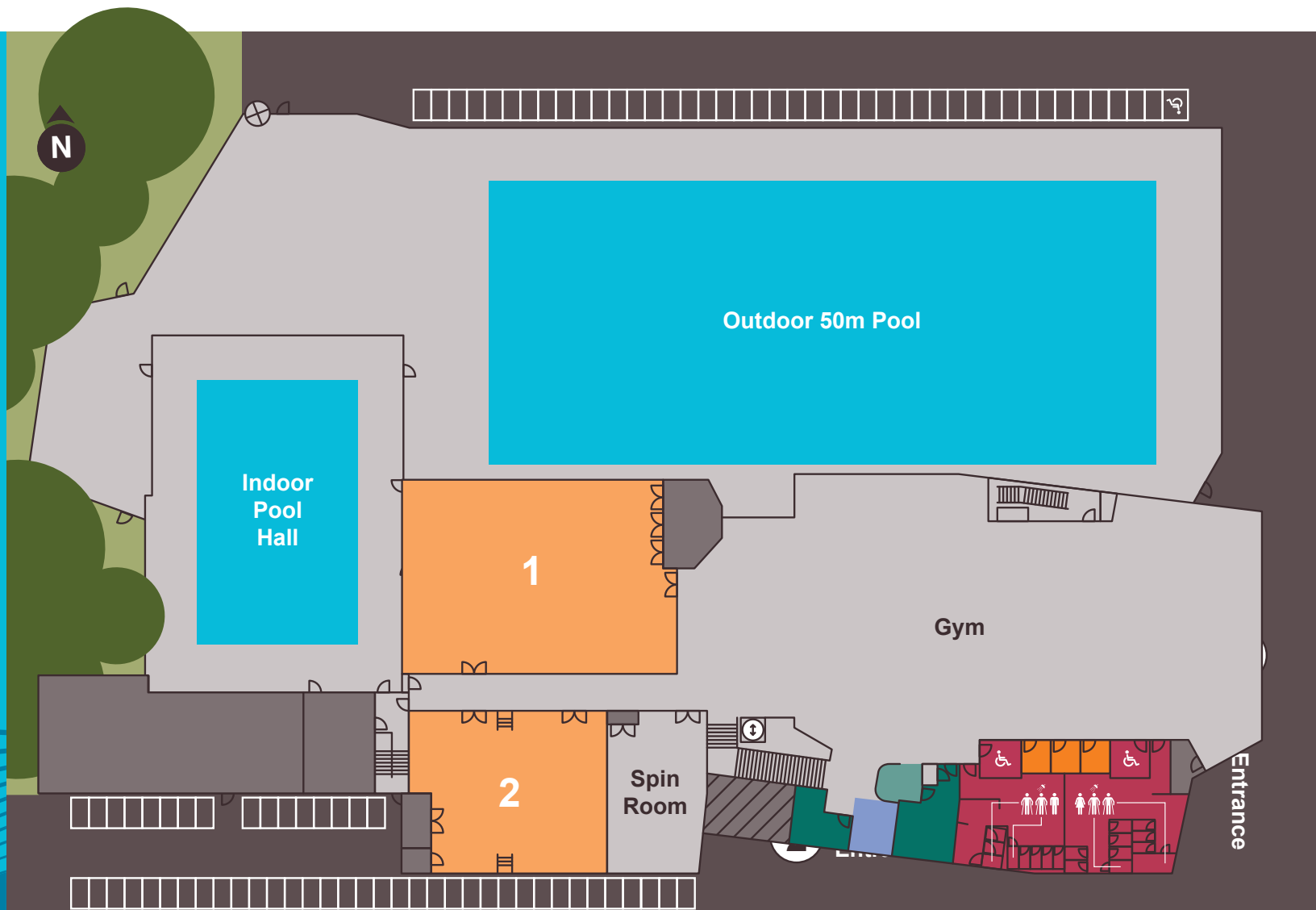
# HAWTHORN AQUATIC AND LEISURE CENTRE

Ground Floor



# HAWTHORN AQUATIC AND LEISURE CENTRE

Level 1



## Legend

- |                     |                 |                   |
|---------------------|-----------------|-------------------|
| Gymnasium Reception | Office          | Accessible Toilet |
| Sales Area          | Staff Only Area | Ambulant Toilet   |
| Assessment Room     | Dry Change Room | Ambulant Shower   |
| Programme Room      | Lift            |                   |



# Staff



Customer service, gymnasium, childcare and cafe 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 rescue tube 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



### 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:

- unisex, 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:

- unisex, 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



### 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
- Improve 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.



# Indoor Pool Hall

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

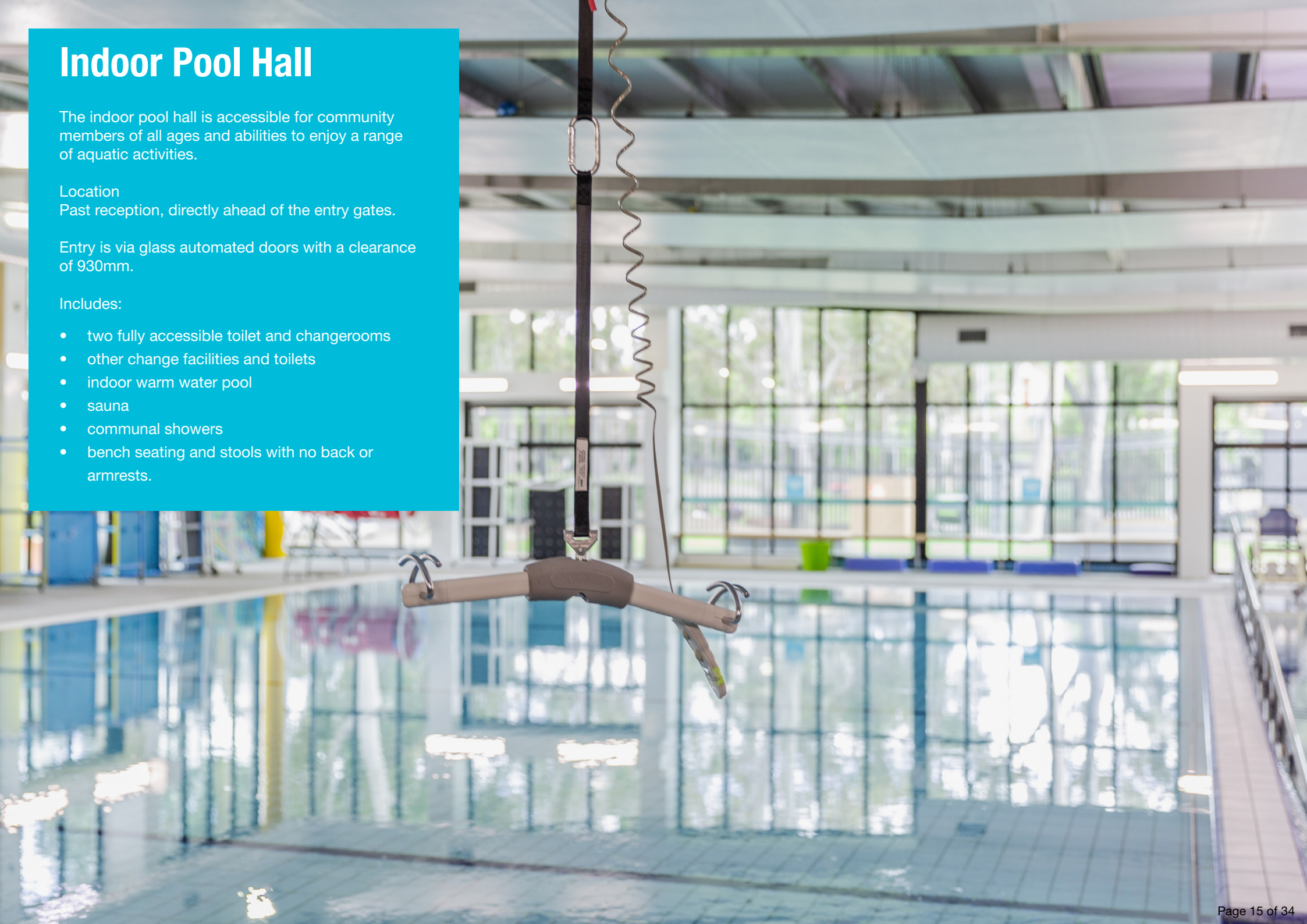
## Location

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.



# Full Accessible Toilets and Change Facilities

There are two dedicated full 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:

- unisex, 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:

- unisex, 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
- signage detailing operating instructions for the safe use of the change table and ceiling hoist is on the wall next to this equipment in each accessible changeroom
- gantry system allowing transfer from adult change table to the warm water pool
- adult change table – electronically height adjustable foldable table with maximum load 220kg
- Prism Medical ceiling hoist with hoist with maximum load 283kg.

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

Change tables and ceiling hoists signage detailing operating instructions for the safe use located next to equipment in each facility.

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



## SENSORY GUIDE



### 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



# 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:

- unisex, 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 change rooms with benches and hooks
- separate male and female toilets with:
  - change area with benches and hooks
  - open shower area
  - private shower cubicles, including one ambulant
  - toilets, including ambulant
  - nappy disposal unit.



### Feel

Heating/Cooling  
Shared personal space  
(excl accessible)



### Sounds

Echo  
Hand dryers  
Hair dryers  
(male and female only)



### Sounds

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

# Indoor 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](#).

### 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 1.4metres
- 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.



### Feel

Being splashed  
Heat/Humidity  
Increased body temperature  
Increased heart rate



### Feel

Shared personal space  
Warm water  
Water resistance  
Weightlessness



### Sounds

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



### Sights

Bright lights  
Glare  
People  
Splashing



### Smells

Chlorine

## SENSORY GUIDE



## 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



### 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
- hooks
- 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:

- unisex, 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



### 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.

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.



Feel

Being splashed  
Cool water  
Flying insects  
Increased body temp  
Increased heart rate



Feel

Shared personal space  
Warm water  
Water resistance  
Weather  
Weightlessness



Sounds

Amplified voice  
Announcements  
Music (during classes)  
People



Sounds

Splashing  
Starter gun (competition)  
Traffic  
Weather  
Running water



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](#).

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

Classes can be booked [online](#) and have a duration of 50 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 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



## Feel

Being splashed  
Cool/Warm water  
Flying Insects (outdoor pool)  
Heat/Humidity  
Increased body temp



## Feel

Increased heart rate  
Shared personal space  
Water resistance  
Weather (outdoor pool)  
Weightlessness



## Sounds

Amplified voice  
Announcements  
Echo  
Music  
People



## Sounds

Running water  
Traffic (outdoor pool)  
Weather (outdoor pool)



## Sights

Bright lights  
Glare  
People  
Splashing (outdoor pool)



## 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.





# Toilets and Change Facilities

The health club has change facilities and two accessible toilets.

## Accessible Toilet One

Location  
Past health club reception.

Includes:

- unisex, 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:

- unisex, 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 male and female toilets including:
  - ambulant toilets
  - shower cubicles, including one ambulant
  - change area with benches and hooks
  - hair dryer (female only)
  - baby change.



### Feel

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



### Sounds

Echo  
Hand dryers  
Hairdryers (female only)  
Music



### Sounds

People (excl accessible)  
Running water  
Toilet flushing



### Sights

Bright lights  
Mirror/Reflection  
People (excl accessible)



### Smells

Air freshener  
Bathroom smells  
Disinfectants  
Shower products



# Gymnasium

## Includes:

- modern electronic, pin-loaded and free weight equipment
- divided cardio and weights area
- designated functional training space
- [performance zone](#)
- Individual and small group [personal training sessions](#)
- EVOLT 360 and TRX MAPS
- 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.



### Feel

Change in ground surface  
Fans  
Heating/Cooling



### Feel

Increased body temperature  
Increased heart rate  
Shared personal space



### Sounds

Announcements  
Gym equipment  
Heating/Cooling



### Sounds

Music  
People  
Weights clanging



### Sights

Bright lights  
Fans oscillating  
Glare  
Mirror/Reflection  
People



### Smells

Deodorants  
Perspiration  
Rubber matting  
Sanitiser/Wipes

# 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](#).

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)

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.





# Group Fitness Studios (cont)

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

Classes have a duration of 55 to 60 minutes. There are also express classes which run for 30 or 45 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, AdrenalineHIT, Boxing, Circuit, IQ and Performance Zone is 16 years of age.
- Youth members must attend a health planning session and induction with a parent/guardian before attending group fitness classes.



### Feel

Change in ground surface  
(excl cycle studio)  
Fans | Heating/Cooling  
Increased body temp



### Feel

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



## SENSORY GUIDE



# 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](#)
- 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](#).

## [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](#)
- [Department of Veterans' Affairs](#)
- [Medicare](#)
- [WorkCover](#)
- [Transport Accident Commission](#)

For more information regarding services, referrals and bookings, please visit our [website](#).





# Creche

A childcare program is open to members and casual guests and is staffed by qualified childcare educators. Sessional care and occasional care are available. 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](#).



## 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

## SENSORY GUIDE



# 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.

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.



## Feel

Heating/Cooling  
Shared personal space



## Sounds

Automated door  
Coffee machine  
Fridges  
Music  
People



## Sights

Bright lights  
Glare



## Smells

Food/Drink  
Chlorine

# SENSORY GUIDE



# 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.
- Lockers placed throughout centre with varying operational heights. Casual users incur a small cost. Please inquire at reception.
- 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 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 low height faucet 930mm AFFL. Higher faucet at 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 AFFL with knee clearance 710mm.
- Second reception counter at 950mm AFFL.

## Creche

- Door handle to creche 1520mm AFFL.
- Manual latch gate opens outward with a clearance of 930mm. Latch at 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](#).

## 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 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 with contrast safety bands 900mm to 1000mm AFFL.
- Entry doors and side panels to indoor pool hall with contrast safety bands at 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.
- Wipes 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 stations on far-right wall at 1270mm AFFL and left of windows at 1510mm AFFL.

- Program Room 2
  - Entry doors with frosting through middle section and side glass panels.
  - Wipe station next to entry door at 1520mm AFFL and on far-right wall at 1260mm AFFL.
- Cycle Studio
  - Entry doors with frosting through middle section and side glass panels.
  - Handtowel dispenser at 1170mm AFFL and disinfectant spray at 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.





# HAWTHORN AQUATIC AND LEISURE CENTRE



1 Grace Street  
Hawthorn, VIC, 3122  
Phone (03) 8393 9500  
[hawthorn.boroondaraleisure.com.au](http://hawthorn.boroondaraleisure.com.au)

## BOROONDARA LEISURE AND AQUATIC FACILITIES

