

ANNUAL REPORT 2019-2020

A nation free from drowning

ROYAL LIFE SAVING
AUSTRALIAN CAPITAL TERRITORY



OUR VISION

A nation free from drowning.

OUR PURPOSE

To lead efforts to reduce drowning and increase swimming, water safety and lifesaving skills.

OUR VALUES

Advance with integrity –
be honest, reliable and genuine.

Advance with innovation –
be resourceful, relevant and inspirational.

Advance with humanitarian endeavour –
be inclusive, compassionate and resilient.

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GOVERNANCE

Royal Life Saving operates as a leading water safety educator – a not for profit charitable organisation, public benevolent institution and volunteer community service organisation.

Royal Life Saving prides itself on leading advocacy to reduce fatal and non-fatal drowning and building strong, effective partnerships and alliances that expand our influence. We achieve many of our goals by ensuring quality, targeted, evidence based and impactful training services, education programs, consultancy and development services.

INTEGRITY

Royal Life Saving undertakes its commitments and decision making in a transparent and honest way. We highly respect the communities and people we engage and support. We uphold the highest moral and ethical standards to achieve our vision.

LEADERSHIP

Our team consists of individuals who possess the passion and drive to bring about effective outcomes. They deliver on what they promise and work collaboratively to meet expectations. Our leaders take responsibility for their actions and ensure the highest possible standards are adhered to.

GOVERNANCE

The Royal Life Saving Australian Capital Territory Board of Directors is responsible for the transparent, accountable governance, policy making and the setting of strategic direction.

BOARD OF DIRECTORS

Mr James Whiteside (President)

Mr Selwyn Brown BA Edu

Ms Anita Collins BApp Sc (OT) AccOT

Ms Melissa Tooke BA, MIntS, GradCert RiskMgt, GradDipOHS, FGIA, AMIIA

MESSAGE FROM THE MINISTER

On behalf of the ACT Government I would like to commend the Royal Life Saving Society-Australia (ACT Branch) for its ongoing contribution and servicing of key water safety agenda. Each year too many Australians lose their lives or suffer injuries as a result of an immersion incident. The impact on families and communities is significant and highlights the importance of Royal Life Saving's efforts across the Australian Capital Territory.

Over the past year Royal Life Saving and its key partners have played a key advocacy and engagement role, elevating the understanding of risks in and around our aquatic environments. This in turn brings about community resilience to ensure that future aquatic participation is undertaken appropriately.

Despite the significant impediments facing our communities in recent times I would like to congratulate Royal Life Saving on continuing to prioritise its training and education initiatives especially targeting our additional needs population, and diverse communities. More than 8,885 people across Canberra participated in one of Royal Life Saving's water safety, swimming or lifesaving programs between July 2019 and June 2020. This network adds to the social fabric of our community and provides for broad opportunities to participate in active aquatic recreation pursuits.

Royal Life Saving greatly contributes to the economic growth and job opportunities of the aquatic industry via its vocational training commitments. Over 200 professional Pool Lifeguards have been trained in the last 12 months and are actively employed in public and community pools across the Territory.

The ACT Government proudly continues to support the activities of Royal Life Saving and recognises their important role in developing aquatic solutions that address the health and prosperity of our communities. Royal Life Saving and ACT Sport and Recreation continue to enhance and develop their historical partnership with a joint commitment to building strong community cohesion which in turn contributes to our liveability particularly amongst our most vulnerable communities. The next 12 months promises some exciting joint initiatives that will bring genuine aquatic and active recreation benefits and opportunities.

Lastly, I congratulate and acknowledge the work and dedication of Royal Life Saving volunteers, educators, facilitators and employees who continue to develop the water safety skills and knowledge of our communities.

The Hon. Yvette Berry, MP
Minister for Sport and Recreation

PRESIDENT'S REPORT

Welcome to the Royal Life Saving Society Australia (Australian Capital Territory Branch) Annual Report for 2019-2020. This is the first Annual Report under the newly developed constitution and membership model.

The formation of the new entity ensures a long and prosperous future for Royal Life Saving in the Australian Capital Territory (ACT) and its surrounding communities through the collaborative benefits and opportunities of working alongside the New South Wales Office.

I would like to sincerely thank the previous Board of Directors who had the foresight and vision to see a bigger and brighter future for the ACT Branch. The Branch has been left in a strong and viable position with sound partners, networks and advocates. This has only been achieved through the committed and diligent efforts of its Directors and we will ensure past achievements and accomplishments are remembered and enhanced to the benefit of all.

Royal Life Saving is a peak organisation and leading water safety advocate, not for profit charitable organisation with a priority focus on preventing fatal and non-fatal drowning. Waterways across the ACT provide for a significant number of interactions that deliver much needed social, mental and physical relief and opportunities. Each aquatic environment is uniquely different and requires all our communities to approach each one with respect.

Participation in aquatic activity brings many benefits including the ability to utilise some of our most beautiful natural environments. Unfortunately, these locations also possess inherent risks to those who lack relevant skills and knowledge. It is the key role of Royal Life Saving to ensure all ACT constituents have access to programs and services to support positive aquatic participation.

As with many parts of Australia over the last 12 months, the ACT was burdened and impacted by environmental disasters, drought and COVID-19. This in turn ensured that traditional services and programs were affected and reduced the availability of key water safety programs and services.

These events and the subsequent lack of aquatic education and training leave many across our community highly vulnerable to fatal and non-fatal drowning episodes so an increased emphasis and effort to relevant services in the future is critically important. A range of new initiatives are planned and scheduled to ensure future aquatic pursuits are appropriately supported and resourced.

Royal Life Saving, despite the many barriers this year achieved some exceptional and beneficial outcomes. These included:

- 3,174 Year 2 students participating in the ACT Government's "AQUASAFE" water safety education program, developed and delivered by Royal Life Saving.
- 3,223 primary school students participated in the Royal Life Saving "Primary Schools' Swim and Survive" program.
- More than 2,200 vocational education and training for industry and community groups.

These outcomes can only be achieved with a committed and passionate workforce. I would like to thank Cherry Bailey and the ACT staff for their focus and drive throughout the transition period. For many, these times can be difficult, but we have witnessed an ongoing positive engagement of government, education, aquatic and community sectors.

I would like to take this opportunity to thank the ACT Government, particularly Ms Rebecca Kelley, Executive Branch Manager at ACT Sport and Recreation Services and her team for their exceptional leadership throughout the community sport and recreation sector during recent times.

Finally, I would like to acknowledge the support and contribution on our new ACT Directors; Mr. Selywn Brown, Ms. Anita Collins and Ms. Melissa Tooke. Their experience and involvement will ensure positive community outcomes and a strong governance model in which to support future endeavours.

Jim Whiteside
President



CHIEF EXECUTIVE OFFICER'S REPORT

Welcome to the Annual Report for the Royal Life Saving Society Australia – ACT Branch (RLSACT) for 2019-2020.

The events of 2019–20 will be remembered by all of us and will be some of the most defining in our organisation's history. This year witnessed a modified membership model that enables the organisation to adopt and adapt to change quickly and effectively to ensure ongoing relevance and expanded services. Our communities were then exposed to a series of natural events and disasters including drought, fires and then while still grappling with these issues were impacted by COVID-19.

The COVID-19 pandemic created a global health and economic crisis. The impacts of which continue to be felt through a significant loss of life, and the likely longer-term health and economic consequences are still emerging. RLSACT entered this period in a sound financial position and moved quickly to prioritise the health and safety of our people.

Our people have continued to show great resilience and flexibility and embraced new concepts and strategies to ensure our communities had access to vital lifesaving products and services. Going forward we have learnt many lessons and we are well positioned to continue to provide high quality outcomes.

While customers will continue to engage with us in traditional ways, COVID-19 has driven much higher adoption of innovative digital solutions. This presents opportunities for improvements in customer experience, knowledge transfer and operational efficiencies through greater use of data and automation.

I would like to use this opportunity to thank the ACT Government and our key sector partners who have also been heavily burdened and impacted by COVID-19 restrictions. We will work together to ensure the communities of the ACT are provided with balanced swimming and water safety experiences well into the future.

I would also like to thank the RLSACT Board who continue to inspire and support our key priorities.

Michael Ilinsky

GENERAL MANAGER'S REPORT

It is with a great deal of pleasure that I report on the operational achievements of RLSACT for 2019-2020.

This year has presented some significant challenges, yet the resilience of our organisation has been demonstrated with a position that remains strong, and stable performance in our core service portfolios.

Our team have been meeting more frequently to monitor the short-term operational implications of the rapidly changing environment. We know we are not immune to the unpredictable outlook and continue to adopt a flexible approach, to enable us to respond quickly as circumstances change. As you would expect, we have also undertaken longer-term scenario analysis to ensure our business is well-positioned for the future.

We have a range of new programs in which to broaden our water safety agenda and ensure relevance to the people of the ACT. Strengthening our children's aquatic proficiencies, ensuring genuine access to those who are disadvantaged and addressing the needs of our diverse and ageing population will headline our commitments across the coming season.

The experiences of this year have significantly changed our perspective on what is possible and as a result, we are accelerating our transformation plans. Our workforce planning will incorporate more flexibility for our people and ensure we have the skills and capabilities necessary to meet the changing needs and preferences of customers and to maximise opportunities of our new collaborative model with RLSNSW.

COVID-19 has shown us that it was possible to quickly adapt to a new working environment and meet the dramatic shift in customer needs, including new online solutions and agile ways of working to meet the increasing demand for digital products and solutions. Our future is bright, and we welcome the opportunity to expand and explore all of the new possibilities.

I would like to thank my staff and the new Board and acknowledge the great work and determination of our teams across Australia.

Cherry Bailey

OUR HISTORY

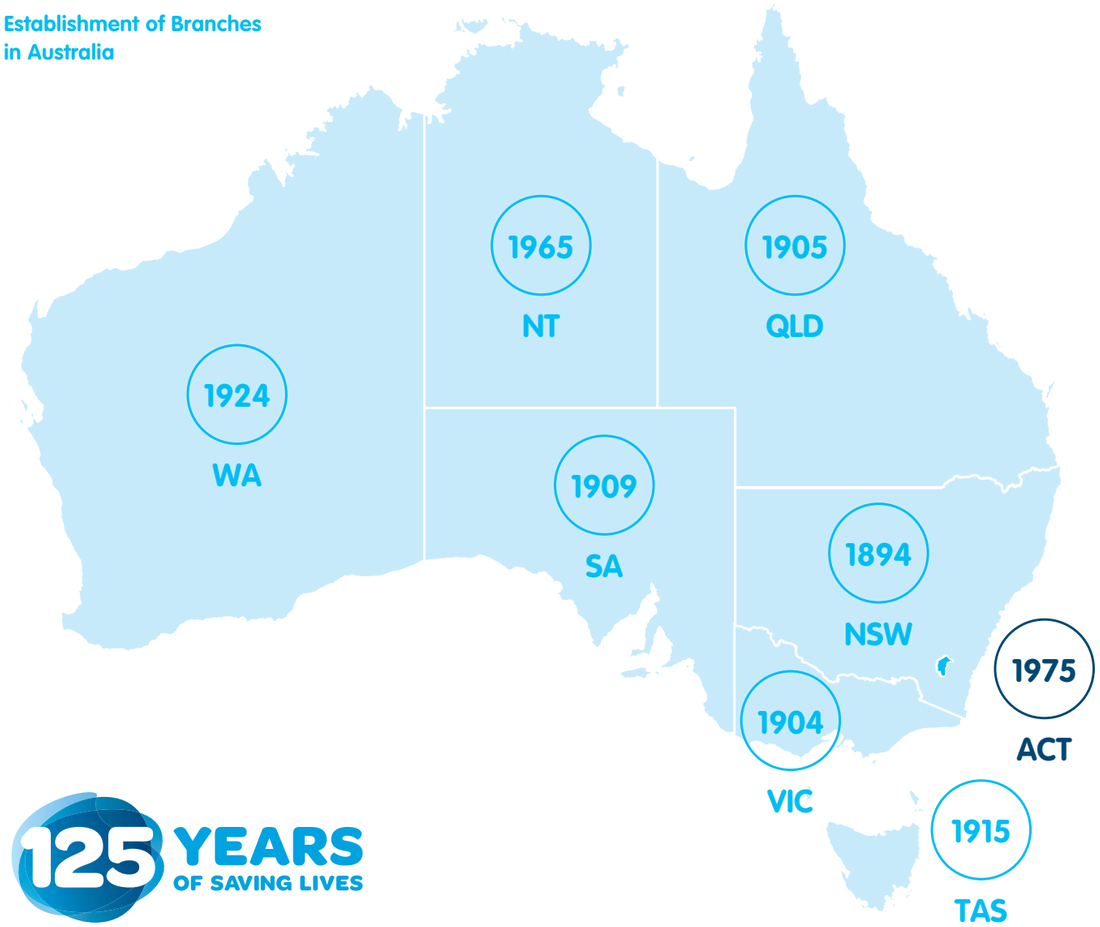
Royal Life Saving ACT operates as a leading water safety advocate, not for profit charitable organisation, public benevolent institution and volunteer community organisation. Royal Life Saving prides itself on leading strategies to reduce fatal and non-fatal drowning and building strong, effective partnerships and alliances that expand our influence. We achieve many of our goals by ensuring quality, targeted, evidence based and impactful training services, education programs, consultancy and development services.

The Royal Life Saving Society (RLSS) was founded in England in 1891 to combat a high drowning toll. The techniques advocated by the Society were soon adopted by many countries and today the RLSS represents the largest single organisation dedicated to the teaching of lifesaving and the prevention of drowning.

The first Australian Branch was formed in New South Wales in 1894 and the movement soon spread to all States. In December 1924, a dual system of lifesaving was established with Surf Life Saving Australia being responsible for ocean beaches and the Royal Life Saving Society - Australia responsible for all other waterways and stillwater environments.

Over one million Australian's undertake a Royal Life Saving course or program every year. Over 5 million Australians have achieved their Bronze Medallion since its inception, and over 15 million have learnt their essential water safety skills through Swim and Survive.

Establishment of Branches in Australia



125 YEARS OF SAVING LIVES

Royal Life Saving – Today

NOVEMBER 15, 2019

Royal Life Saving Society – Australia was formed in New South Wales 1894 to reduce fatal and non-fatal drowning across Australia. This community lifesaver movement subsequently spread to incorporate other States to form the organisation as it is today.

In total, almost 700 people drowned across Australian colonies in 1894 compared with 276 in the past year, which represents an estimated 95% decrease in the fatal drowning rate (i.e., per 100,000 population). The issues related to drowning were very different 125 years ago – drowning deaths back than often related to daily life, such as children falling into open water sources near home or people attempting to cross a river on horseback. Today, drowning deaths occur more during leisure activities or in recreational locations such as swimming pools. And we know so much more about the key measures that can prevent drowning, such as adult supervision of children and the importance of erecting barriers to water to prevent children's access.

Many factors have contributed to this reduction in drowning deaths, including swimming and water safety education, improved public infrastructure, and safety legislation and regulations.

Royal Life Saving's vision remains the same – that drowning is preventable and that we continue to work towards a nation free from drowning.

We were honoured to have our National Patron, His Excellency General the Honourable David Hurley AC DSC (Retd) Governor-General of the Commonwealth of Australia, host our 125th anniversary reception at Admiralty House in Sydney on 15th November 2019 to celebrate the work of dedicated colleagues past and present.

Below: RLSSA Patron, His Excellency General the Honourable David Hurley AC DSC (Retd) Governor-General of the Commonwealth of Australia and Her Excellency Mrs Linda Hurley with Royal Life Saving representatives.



Royal Life Saving is focused on reducing fatal and non-fatal drowning and promoting healthy, active and skilled communities through innovative, reliable, evidence-based advocacy; strong and effective partnerships; quality programs, products and services; underpinned by a cohesive and sustainable organisation.

Towards 2030

Our Priorities



Resourceful & Vibrant Organisation

A strong, well-resourced and vibrant organisation with a focus on community safety and wellbeing.

Lead strategies to facilitate healthy, active and skilled communities through innovative, reliable and quality solutions together with Government, the Community, the Aquatic Industry and Corporate Sector support.

OUR TARGETS

- Continued and increased strategic relationships and support to meet community needs and water safety priorities.
- Expansive array of programs and services to support all communities across Australia.
- Increased organisational influence and presence amongst priority audience.



Growth Through Leadership & Partnerships

Collaborative leadership and undisputable reputation across the community and with key stakeholders.

Grow strong and effective partnerships, collaborations and alliances that support strategic objectives, expand our influence and increase aquatic participation skills and knowledge and reduce fatal and non-fatal drowning.

OUR TARGETS

- Continued recognisable status as peak authority.
- Increased co-branding and recognition with key stakeholders.
- Increased evidence portfolio to support priorities.



Innovative Solutions

Improving our standards and providing innovative solutions that in turn provide for enjoyable aquatic experiences.

Ensuring quality, targeted, evidence based and impactful strategies, programs, products and services that resource our communities with skills, knowledge and capacity.

OUR TARGETS

- Over 50,000 individuals partaking in a Royal Life Saving training or education program.
- Increased community development programs servicing the community.
- Increased participation in our sporting active recreation agenda.
- Increased utilisation and expansion of our risk management expertise.
- Increased use of products to support programs and services.



People-Stability & Sustainable

Continued stability and growth of our people.

Building and supporting a cohesive, sustainable and secure organisation that ensures long-term scope and cohesion.

OUR TARGETS

- Increased community activations.
- Continued organisational stability through risk analysis and management.
- Ongoing compliance with legislative requirements and organisational excellence re environmental, financial and workforce practice.
- Maintain sustainable assets to service communities.
- Maintain a skilled workforce.

STRATEGIC PLAN OVERVIEW

The 2020-2023 Strategic Plan builds upon our successes and delivers solutions, structures and systems that provide for increased utilisation of Royal Life Saving programs and services. Our Plan provides for opportunities for Royal Life Saving to simplify the way we work through innovation and technological enhancement, increase our workforce capability through newly developed initiatives and unlocking value via community partnerships.

Lead, Inspire & Support

WHAT WE PLAN TO DO

A1 Maintain and expand strategic relationships.

A2 Implement initiatives aligned to core agenda and community supported priorities.

A3 Increase visibility of brand, core message and protection of integrity.

PRIORITY A

Resourceful & Vibrant Organisation

WHAT WE PLAN TO DO

C1 Maintain and expand education and training solutions.

C2 Implement sport and active recreation programs.

C3 Maintain and expand our health and community education developments.

C4 Maintain and grow our product solutions.

C5 Maintain and expand aquatic industry services.

PRIORITY C

Innovative Solutions

A NATION FREE FROM DROWNING

PRIORITY B

Growth Through Leadership & Partnerships

WHAT WE PLAN TO DO

B1 Maintain and expand sector leadership and peak authority status.

B2 Maintain and increase strategies to inform and engage stakeholders.

B3 Increase commitments to research and innovative developments.

PRIORITY D

People - Stability & Sustainable

WHAT WE PLAN TO DO

D1 Advocate water safety priorities across all communities.

D2 Deliver and maintain asset managment and growth.

D3 Manage organisational risk and sustainability.

D4 Manage workfroce acquistion, skills and retention.

D5 Meet legislative and organisational compliance requirements

PRIORITY A

Resourceful & Vibrant Organisation

CHALLENGES

Over the last 10 years the Australian drowning toll has decreased. It is vitally important that we seek to continue to address this toll as it remains unacceptable.

The community perception may be one of complacency and reduced acknowledgment of the risks and potential dangers our aquatic environments possess due to these reductions. Royal Life Saving must continue to advocate its principle prevention messages but also balance with a desire to have all Australians enjoying our aquatic environments.

WHAT WE PLAN TO DO

A1 Maintain and expand strategic relationships.

A2 Implement initiatives aligned to core agenda and community supported priorities.

A3 Increase visibility of brand, core message and protection of integrity.

Our solutions seek to build community resilience, improve liveability and healthier, more active people.



STRATEGIC RELATIONSHIPS

We collaborate and work alongside government and strategic entities to bring about effective and influential change, policy development, guideline creation and service provision. We assist and lead in the identification of priority water safety agendas and establish strategies based on evidence and expert opinion.

COVID-19

"The coronavirus COVID-19 pandemic is the defining global health crisis of our time and the greatest challenge we have faced since World War Two. Since its emergence, the virus has spread to every continent except Antarctica.

But the pandemic is much more than a health crisis, it's also an unprecedent socio-economic crisis. Stressing every one of the countries it touches, it has the potential to create devastating social, economic and political effects that will leave deep and longstanding scars. Every day, people are losing jobs and income, with no way of knowing when normality will return. Small island nations, heavily dependent on tourism, have empty hotels and deserted beaches. The International Labour Organization estimates that 195 million jobs could be lost." UNITED NATIONS DEVELOPMENT PROGRAM

Royal Life Saving throughout the pandemic has sought to engage both Government and industry to ensure the impact on the sector has been noted. The economic impacts of COVID-19 on aquatic centres and swim schools continue to be significant at the time of writing this report. Royal Life Saving estimates that more than 1,077 aquatic facilities, the majority of which are owned by local councils, and more than 1,176 swim schools, including many small businesses were closed during the compulsory shut-down period.

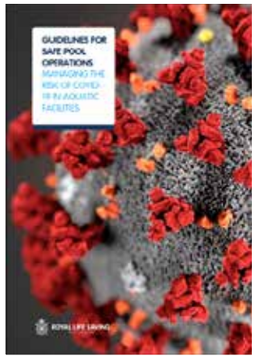
It should be noted that during this period:

- Royal Life Saving estimates that approximately 67,000 frontline workers have been affected, almost half are casual employees, three-quarters are female and 40% are between the ages of 18 to 24 years.
- Royal Life Saving estimates that the financial impacts of a six-month closure are approximately $900m in lost revenue, and $430m in lost wages across Australia.

The health and social impacts of closing aquatic centres and swim schools are significant.

- Royal Life Saving estimates that more than 1.5 million children aged 0 to 14 years participate in organised swimming (lessons, coaching) outside of school programs every year, and there are more than 106 million individual swimming pool visits annually.
- The reported benefits of swimming are extensive and include increased cardiovascular fitness, muscle strength and endurance, as well as reduced stress and anxiety.

Balancing public health measures and economic considerations with our love of swimming and strong desire for a roadmap back to aquatics continues to be challenging. A number of support documents were developed in consultation with the aquatic sector to assist in ensuring appropriate guidelines were available for implementation.





Royal Life Saving is hard at work, with the ACT Government and the aquatic industry, together with the communities of ACT on a range of immediate priorities: supporting the safe return to swimming pools for aquatic users through the provision of guidelines and resources, seeking to support sector employees through flexible training and development solutions and developing a new range of programs and services to assist with future engagement and social prosperity.

COMMUNITY SUPPORTED PRIORITIES

We address key water priorities through targeted awareness, education, training or tailored solution. We engage communities to ensure relevance and suitability to ensure long-term benefit and outcome.

CASE STUDY

MAKE THE RIGHT CALL – KEEP YOUR MATES SAFE SUMMER CAMPAIGN

Royal Life Saving's Make the Right Call campaign encourages all Australians – especially males – to stay safe when enjoying the country's beautiful inland waterways.

Our research has shown that drowning continues to affect more men than women – in fact, men are four times more likely to drown than women, a statistic that has not changed for many years. In addition, we've found that, over the past 10 years, inland waterways have claimed more lives than any other location, accounting for 40% of all drowning deaths in Australia.

Unsurprisingly, many of these deaths occur in the summer months – 41% of deaths in the past 10 years have occurred in summer.

Add to this the effects of alcohol and you've got a tragedy waiting to happen.

This campaign tackled these issues head on by targeting men aged 25 to 45 years to raise awareness of the issues and educate them about the risks and consequences of their actions when recreating in, on and around water.

It advocates a common sense approach by asking them to 'Make the Right Call' and look after themselves and their mates to keep them safe by implementing a series of simple safety measures:

Ambassador Videos

To ensure consistent Royal Life Saving messaging, high level production values and increased recognition and advocacy, radio breakfast announcer Peter "Spida" Everett fronted 3 social videos reinforcing the 'Make the Right Call' message. These were used to connect the community and Royal Life Saving messaging.

Whilst the overarching message was 'Make the Right Call', Spida hosted, introduced and amplified the below 3 sub messages:

- **Avoid alcohol around water**
- **Wear a lifejacket when boating or using watercraft**
- **Avoid swimming or recreating alone**

This strategy integrated talent to the distribution network to create brand / messaging affinity, advocacy and become an informal ambassador. Spida was able to resonate with the intended target audience (male skew) through localism, community focused and having a profile connected to regional Australia. Spida is nationally recognisable having played AFL for the Sydney Swans, St Kilda and Hawthorn.

He and his wife Sheree also own the hit Travel TV Show The Great Australian Doorstep which airs on Channel 7Two in Australia as well as on the iTunes global platform.

Campaign Resources







PRIORITY B

Growth Through Leadership & Partnerships

CHALLENGES

Much of our success is attributable to the relationships and partnerships we have established and developed. These opportunities ensure our influence and brand is well positioned and understood. As the community and industry sector change it is important that Royal Life Saving also remains relevant and purposeful to ensure continued partnership benefit.

WHAT WE PLAN TO DO

B1 Maintain and expand sector leadership and peak authority status.

B2 Maintain and increase strategies to inform and engage stakeholders.

B3 Increase commitments to research and innovative developments.

We collaborate and work alongside government and strategic entities to bring about effective and influential change, policy development, guideline creation and service provision. We assist and lead in the identification of priority water safety agendas and establish strategies based on evidence and expert opinion.



CASE STUDY: **AQUASAFE PROGRAM**

3,174

Primary school students participated in 2019/20 across 69 primary schools

299

EALD students

*English as an additional language or dialect

134

Aboriginal and Torres Strait Islander students

AQUASAFE is a unique water safety and awareness program designed specifically for Year 2 students in the ACT. The concept of the program was developed as a joint initiative between Royal Life Saving ACT and the ACT Government's Education Directorate. Participation in the program is subsidised by the ACT Government. This funding increases accessibility and affordability of the program for all students.

The program consists of a 2-week (10-day) block of pool-based sessions and 5 x 40-minute classroom sessions. Royal Life Saving ACT is responsible for the organisation and facilitation of the pool sessions, including transport, for all ACT primary schools and has developed a Teacher Resource for the delivery of the classroom sessions.

AQUASAFE is different from traditional learn to swim programs in that it focuses specifically on water safety skills and knowledge that can be applied to a range of aquatic environments. AQUASAFE complements existing learn to swim programs and supports children to develop the knowledge, skills and understanding to avoid danger and prevent drowning.

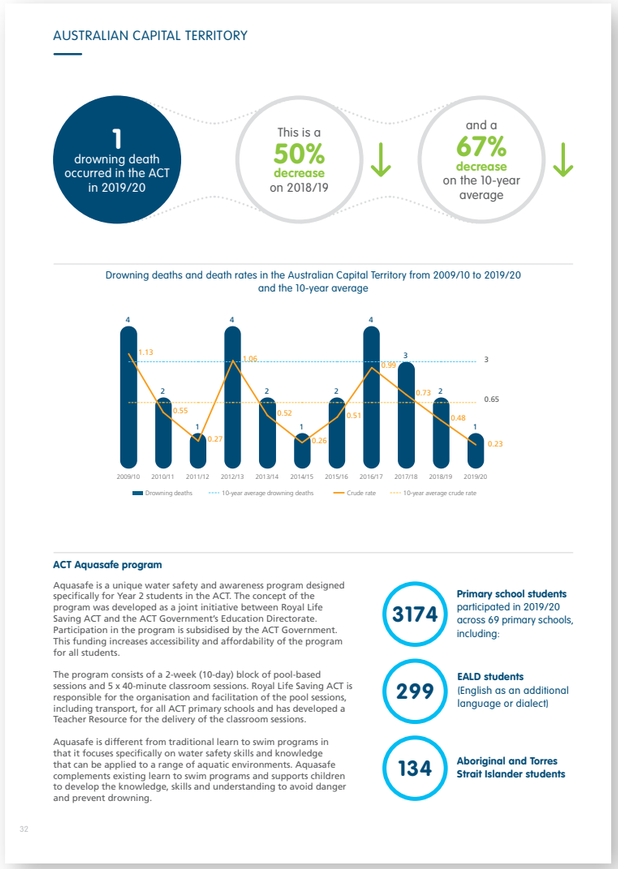


RESEARCH COMMITMENTS

We invest in research that provides guidance and direction to prioritise agendas, appropriate solutions and community benefit.

ACT Drowning Report

Establishing an evidence platform is important to assist with ensuring that messages and prevention strategies are appropriate and relevant. During 2019-2020, a series of ongoing investigations were undertaken to enhance our understanding of key fatal and nonfatal drowning with a particular focus on the associated epidemiology and risk factors.



ACT Drowning Report 2019-2020

Research projects educate the response of our decision and policy makers on key fatal and non-fatal drowning episodes.

PRIORITY C

Innovative Solutions

CHALLENGES

Alternative sport and active recreation solutions and professionally driven entities have increased options for our traditional consumers requiring Royal Life Saving to adjust and modify its offerings. The historical nature and quality of our programs needs further promotion to ensure relevance and community positioning. Royal Life Saving is a peak body that provides well considered options that are linked to strong evidence. This position requires ongoing consideration and protection.

WHAT WE PLAN TO DO

C1 Maintain and expand education and training solutions.

C2 Implement sport and active recreation programs.

C3 Maintain and expand our health and community education developments.

C4 Maintain and grow our product solutions.

C5 Maintain and expand aquatic industry services.

Royal Life Saving understands the importance of bringing appropriate innovative solutions to its customers to ensure their needs are met and satisfied.



EDUCATION AND TRAINING SOLUTIONS

We are a leading institution in the provision of education and training solutions across many sectors. Our focus remains on providing and developing solutions to address water safety priorities, sector resilience and community preparedness. We provide innovative solutions to meet the diverse needs of our communities. We utilise flexible, modern solutions to ensure relevance and suitability. We ensure access and equity and ensure high levels of stakeholder satisfaction.

INLAND WATERWAYS

Royal Life Saving ACT implemented Royal Life Saving Society – Australia's National Inland Waterways Drowning Prevention through 6 key local projects:

- 1. ACT Community Lifesaver – Youth Engagement Project
  Targeting 1000 new lifesavers within the ACT community aged 12 -18, armed with CPR and basic water rescue knowledge
- 2. Ngadyung – Aboriginal Swim and Survive program
  Promoting accessibility of quality swimming and water safety education opportunities for up to 70 school aged participants in two locations each week.
- 3. ACT Water Safety Week – Annual community event
  An inclusive event involving collaboration between Royal Life Saving, local swim schools, primary schools, and community groups to promote water safety messages and learning opportunities.
- 4. A Day at The Lake – Annual community event
  A family day out for 1000+ attendees with food vendors, live music, games and rides plus interactive stalls where families engage in water safety-themed activities.
- 5. Cold Water Awareness Week – Social media campaign
  Launched during May each year with targets set around social media reach and engagement this campaign brings the risks associated with cold water participation to the forefront of people's minds during the colder months.
- 6. 4 Seasons of Water Safety - Social media campaign
  Focusing on local ACT inland waterway locations such as Lake Burley Griffin, Pine Island and The Cotter Reserve, this campaign highlights why water safety should be considered all year 'round, and not just in the summer.



VOCATIONAL TRAINING REPORT CARD

Royal Life Saving is a leading authority and provider of vocationally aligned education and training programs to service the community, education sector and the aquatic industry. As a Registered Training Organisation, Royal Life Saving prides itself on high quality, sector specific training and assessment via traditional and flexible learning options.

Establishing a broad network of community lifesavers across the ACT.



Highlights 2019-2020

2,000+ VOCATIONAL TRAINING OUTCOMES

160 AUSTSWIM SWIM TEACHERS

196 POOL LIFGUARDS

1,742 CPR AND FIRST AID CANDIDATES

63% FEMALE

4% SPOKE ANOTHER LANGUAGE OTHER THAN ENGLISH AT HOME

HEALTH AND COMMUNITY EDUCATION

We partner with strategic organisations and partners to develop and implement new strategies that address our community water safety priorities. Our focus remains on those who "miss out" and seek to ensure a balanced water safety education is available to all. Our research partners enable high quality evidence platforms in which to guide our influence and priority.

HIGHLIGHTS PACKAGE

Swim My Way - Water Warriors

Water Warriors was another program developed and delivered by Royal Life Saving ACT in 2019-20 with funding support provided by the National Uncle Toby's 'Swim My Way' initiative. Participation was offered to primary-aged students with additional needs at Cranleigh School and Macquarie Primary School.

The tailored 'Water Warriors' program was developed not only with skill acquisition in mind, but also with aims to develop each participant's sense of personal health and wellbeing in the water.

Students were given the opportunity to learn, apply and evaluate movement skills to respond confidently and competently in the aquatic environment. Students thoroughly enjoyed the movement-based learning experiences.





Swim My Way

Last year Royal Life Saving delivered 'Swim My Way' a program developed for children under the age of 5 (and their families) who have additional needs that prevent them from attending mainstream water safety programs. This year, the 'Swim My Way' program was nominated for recognition and achievement in September 2019 for the Minister's 2019 ACT Sports Awards "Inclusion" category.

In October 2019 the program was named as a FINALIST for the award category and at the presentation event in November General Manager, Cherry Bailey, accepted the Winner Award on behalf of Royal Life Saving ACT and program partners Playgroups ACT and Aquatots Swim School, dedicating the incredibly worthy participants who made the program possible.



Australia-Nepal Friendship Society

We were so pleased to return to the Australia-Nepal Friendship Society this year to offer a presentation and Q&A session on Water Safety for 30 newly arrived Nepalese-Australians. The group consisted of students, families, community leaders and dignitaries from the Embassy of Nepal.

Attendees were introduced to water safety, personal limitations and survival in the water, recognition of an aquatic emergency, and the importance of learning to swim. The presentation was streamed live on the Australia-Nepal Friendship Society Facebook page attracting 125 viewers!

Gugan Gulwan Staff PD Session

In March, Royal Life Saving was asked by Gugan Gulwan Youth Aboriginal Corporation to provide a staff development session that would help the organisation's 10 dedicated Holiday Program staff to better understand their responsibilities when supervising children around water.

The team of 10 learned about:

- Keep Watch at Public Pools initiative
- Risk factors associated with child drowning incidents
- Factors affecting effective supervision
- The 4 Keep Watch pillars (Restricting Access, Water Familiarisation, Supervision, Learn Resuscitation)
- Supervision techniques for children of various ages and abilities
- The importance in communication between staff members while supervising
- Basic rescues and aids that can be used
- How to recognise and aquatic emergency
- The role of lifeguards in keeping children safe at public pools

"Gugan Gulwan Youth Aboriginal Corporation was created to support the young Aboriginal and Torres Strait Islander people in the ACT and surrounding regions to thrive and succeed."



AQUATIC INDUSTRY SERVICES

We lead the planning and coordination of risk minimisation strategies in partnership with the aquatic and government sector. We seek to provide high-level advice to aquatic practitioners to maximise the aquatic experience for the community and assist in meeting legislative and best practice demands.

Risk Management Services

Royal Life Saving is a specialist service provider in the field of Aquatic Risk Management.

Aquatic Risk Management is an integral tool in effectively managing aquatic venues and facilities. Today more than ever, the changing needs of business management practices, legislative compliance and industry best practice demand a multi-disciplined approach towards providing safe aquatic venues.

In supporting facilities in the development of risk management strategies we aim to not only mitigate potential loss, but also provide recommendations for best practice for both employee and customer safety in these facilities. The formulation and introduction of a risk management service can provide any aquatic venue or facility with the foundations for a successful and continued operation.

Our range of services include:

- Aquatic Facility Safety Assessment
- Operations Manual
- Emergency Action Plan
- Signage Assessment
- Facility Design Assessment
- Supervision Validation Assessment
- Mystery Guest Assessment
- In-service Training Systems
- Inland Water Safety Assessment
- Aquatic Consultancy.

Aquatic Facility Safety Assessments were completed with:

Active Leisure Centre
Canberra Olympic Pool
Lakeside Leisure Centre
Dickson Aquatic Centre
CISAC Belconnen
Bigsplash Waterpark
Club Lime ANU

Royal Life Saving provides a range of professional products and services to support the ACT Aquatic Industry. Our aim is to provide a range of cost-effective solutions to assist pool owners and operators in maximising patron safety and encouraging safe aquatic venues.

PRIORITY D

People - Stability & Sustainable

CHALLENGES

Market and community changes can be difficult to manage and adjust to. Change can also bring about opportunity and expansion. We need to remain at the forefront of industry and sector developments to maintain our market influence and utilisation. Our business needs ongoing assessment as our boutique offerings can restrict our usefulness and suitability. Innovation and modernisation are necessities and need to be at the forefront of management thinking. Our people are our greatest asset. Key developments that seek to protect and strengthen our human resources are vitally important in a changing workforce landscape.

WHAT WE PLAN TO DO

D1 Advocate water safety priorities across all communities.

D2 Deliver and maintain asset managment and growth.

D3 Manage organisational risk and sustainability.

D4 Manage workfroce acquistion, skills and retention.

D5 Meet legislative and organisational compliance requirements

Our people are our greatest asset. Since 1894 the organisation has delivered swimming, water safety and lifesaving programs to millions of Australians. This can only be achieved through the dedication and passion of individuals who appreciate the importance of aquatic skills acquisition.



ORGANISATIONAL SUSTAINABILITY

We operate in a diverse and complex sector which is influenced by sector, community and government agenda. The not-for-profit sector faces unique challenges with adapting to consumer demand and sustainability in competitive environments. We need to ensure our future pathways are well considered and justified in line with governance expectation.

Regular aquatic participation improves our physical and mental health and reduces the risk of obesity and lifestyle related illnesses across life stages. An active aquatic lifestyle contributes significantly to our general wellbeing, our productivity and our performance. Personal aquatic skill acquisition provides for resilience and capacity thereby minimising risk.

The Health & Economic Benefits Of Public Swimming Pools

Royal Life Saving, through its research and investigations understands the economic and health benefits our public swimming pools and active aquatic participation provide. Our pools are valuable assets that contribute to community cohesion, liveability and provide for significant employment outcomes. Royal Life Saving is responsible for not only fatal and non-fatal drowning reduction but additionally seeks ways to support and connect communities to swimming pools. The objective remains to broaden the aquatic resilience of people and ensure their long-term health and well-being.

Royal Life Saving provides a range of advocacy programs and education and training services to facilitate developments and opportunities for public swimming pools. Our sector relationships provide opportunities to engage with communities and strengthen our brand, role and organisational responsibilities. This leads to sustainability and credibility.

Benefits of Public Swimming Pools

Many Australians are physically inactive, putting them at risk of death and disability and leading to burdens on Australia's health care system. Aquatic facilities provide Australians with opportunities for safe, low impact physical activity, and can generate significant health benefits for Australian society.

Our public swimming pools:

- **$2.72 Million**
  value to the community each year
- **4.4 times**
  average Australian visits
- **$3.7 Billion**
  inactivity costs to Australian Health system
- **5%**
  of all deaths result from insufficient physical activity
- **40%**
  Australian population classified as inactive.

As a result of these health benefits, every aquatic facility visit creates economic benefits worth an average of $26.39, in addition to the leisure value gained by users.

Physical inactivity imposes massive costs on Australian society, leading to higher rates of stroke, heart disease, diabetes and cancer. Almost every Australian could benefit from engaging in additional exercise.

Our public aquatic facilities enable Australians to engage in more than 130 million hours of vigorous exercise each year. This activity generates direct economic value, particularly in the form of patrons' improved future health and reductions in health care expenditure, which we estimate to be $2.35 billion each year.

These benefits from public aquatic facilities are additional to the revenue they generate and to their many intangible benefits including a sense of community, social capital, access to water safety education and patron enjoyment.

When considering whether to provide new aquatic infrastructure and whether to maintain existing facilities, governments should take into account the measurable health benefits these facilities deliver when conducting cost benefit analysis.



WORKFORCE SKILLS

We strive for operational excellence and seek means to improve our systems and processes to ensure quality outcomes. We commit to developing our workforce and ensuring they possess the skills and drive to bring about our desired objectives.

CASE STUDY

WORKFORCE PROFILE 2019-2020

During 2019-2020 Royal Life Saving published The National Aquatic Industry Workforce Profile.

The key objectives of the Project were to:

- Achieve and share a greater insight and understanding of the aquatic industry workforce
- Build the capacity and capability of the aquatic industry workforce
- Support the development of a strong, sustainable and responsive aquatic industry.

The results and findings were based on data collected and collated from the National Aquatic Industry Workforce Survey.

'Aquatic industry' is defined as all workers who work for, or provides aquatic-related services to, an organisation/ body that is involved in the facilitation of water-based activities and programs in aquatic facilities. This also includes self-employed workers. The Survey and Profile focuses on paid workers only.

Overall, Royal Life Saving estimates that the Aquatic Industry workforce comprises approximately 67,000 workers across more than 1,077 aquatic facilities and 1,176 swim schools. More than 1.5 million children aged 0-14 years participate in lessons and squads annually 3.091 individuals responded to this survey.

Key survey findings

- It is an overwhelmingly female workforce
- Almost half the workforce work casually
- Most workers work throughout the year but in a part-time capacity
- Many workers have a second job at least some of the time
- Almost half the workforce live within 15 minutes of their workplace
- 2 in every 5 workers think they will stay in their role for 6 or more years
- Most workers place a high value on working in a team and knowing their work has a positive impact on people's lives.

The aquatic and active recreation sector is a growing industry that creates jobs and innovative investment. An active population leads to improved productivity as well as preventative health costs facing communities.

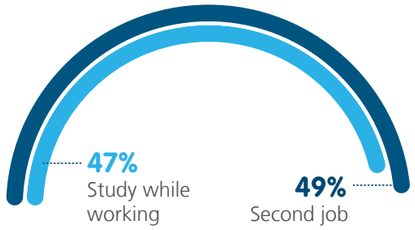




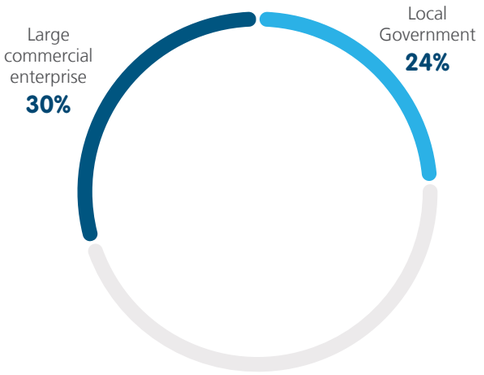
The workforce is largely casual



About half the workforce are studying or have a second job



Most workers are employed by large businesses or local government



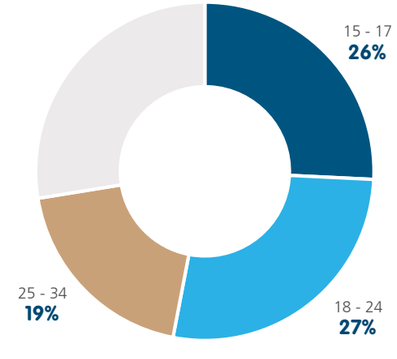
One in every 50 workers are Indigenous



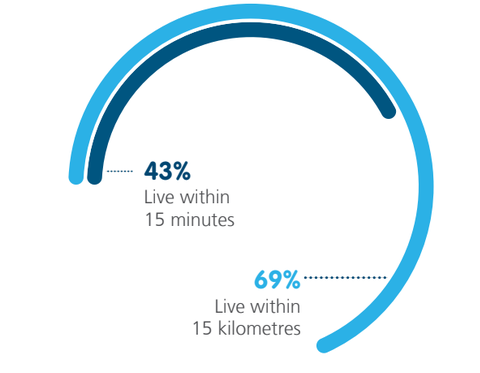
Workers place a high value on having a positive impact and working as a team



Most workers joined the industry as a young adult



Workers are local community members



OUR PEOPLE - HONOURS

COMMONWEALTH COUNCIL HONOURS

Service Medal

The Hon. Terrance John Higgins AO QC
Mr. Kenneth Aplin
Mr. Peter Granleese
Mr. Kevin Graham
Mr. Lyal Holley
Mr. Tony Bandle
Mr. Greg Bowler
Mr. Harold James Hird OAM

AUSTRALIAN HONOURS

Fellow of the Royal Life Saving Society - Australia

The Hon. Terrance John Higgins AO QC
Mr. Geoff McGibbon
Mr. Kevin Graham
Mr. Ian Cocks
Mr. Anthony Bandall
Mr. Peter Granleese

Service Order of the Royal Life Saving Society - Australia

Mrs. Christine McGibbon
Mrs. Diane Cocks
Meritorious Service Award
The Hon. Terrance John Higgins AO QC
Mr. Harold James Hird OAM

ACT BRAVERY AWARDS

Royal Life Saving Society - Australia Commendation for Bravery

Mr. P. Zori
Mr. D. McCaskill
Mr. G. O'Niell
Mr. M. Gilet
Ms. N. Ballenden
Mr. N. Hansford
Constable R. Quilty, Australian Federal Police

Royal Life Saving Society - Australia Bravery Cross

Mr. Neil Maher
Miss Emily de Gier

Royal Life Saving Society - Australia Rescue Medal

Miss Elise Waser
Mr. Barton Waser
Mr. John Waser
Mr. Kevin Nash
Mr. William Nash

Royal Life Saving Society - Australia Resuscitation Club Medal

Mr. Neil Maher
Mr. Paul Reynolds
Mr. Alexander Mackie
Ms. Brooke Smyth
Mr. Samuel Murphy

LIFE MEMBERS

The Hon. Terrence John Higgins AO QC
Mr. Geoff McGibbon
Ms. Christine McGibbon
Mr. Harold Hird OAM
Mr. Lyal Holley
Mr. Peter Castle
Mr. Peter Macaulay
Mr. Michael Higgins
Mr. Anthony Bandle

OUR THANKS

JDR Family Trust
Trinity Christian School
UC College - Lake Ginninderra
Qcity Transit

OUR SUPPORTERS

ACT Government
AUSTSWIM
Icon Water
Viva Leisure and the Club Lime Group
YMCA NSW



ROYAL LIFE SAVING
AUSTRALIAN CAPITAL TERRITORY

FOR MORE INFORMATION

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