

TODAY'S PRESENTATION

- **UNIVERSAL DESIGN in
PROGRAMMING for the SPORT and
RECREATION SECTOR**
- **KEY LEARNINGS & CHALLENGES**
- **STEP UP ONLINE TRAINING
PACKAGE**

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**UNIVERSAL DESIGN
CONFERENCE
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Why Universal Design?

Because we have diverse communities and if they aren't part of our programs we should be asking why





NOW



FUTURE

MAINSTREAM PROGRAMS
SPECIALISED PROGRAMS
INTENTIONALLY
INCLUSIVE PROGRAMS
UNIVERSALLY
DESIGNED
PROGRAMS

UNIVERSALLY
DESIGNED
PROGRAMS
(SPECIALISED
PROGRAMS)

Universal Design Principles – can get caught up in semantics

1. Equitable use - **FAIRNESS & EQUAL OPPORTUNITY**
2. Flexibility in use - **CHOICES** to ensure inclusion
3. **SIMPLE & INTUITIVE** use -Logical and Obvious
4. Perceptible Information -Encourages & supports Independence - **CLEAR COMMUNICATION**
5. Tolerance for error - **SAFE & MINIMISES RISKS**
6. Low Physical effort - easy to get involved - **ACHIEVABLE**
7. Size and Space for Approach and use - **ACCESSIBLE & COMFORTABLE**



INSPIRED BY A PUBLIC SCHOOL STUDENT WITH DISABILITIES



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CLEARING A PATH
FOR PEOPLE WITH SPECIAL NEEDS
CLEARS THE PATH FOR EVERYONE!

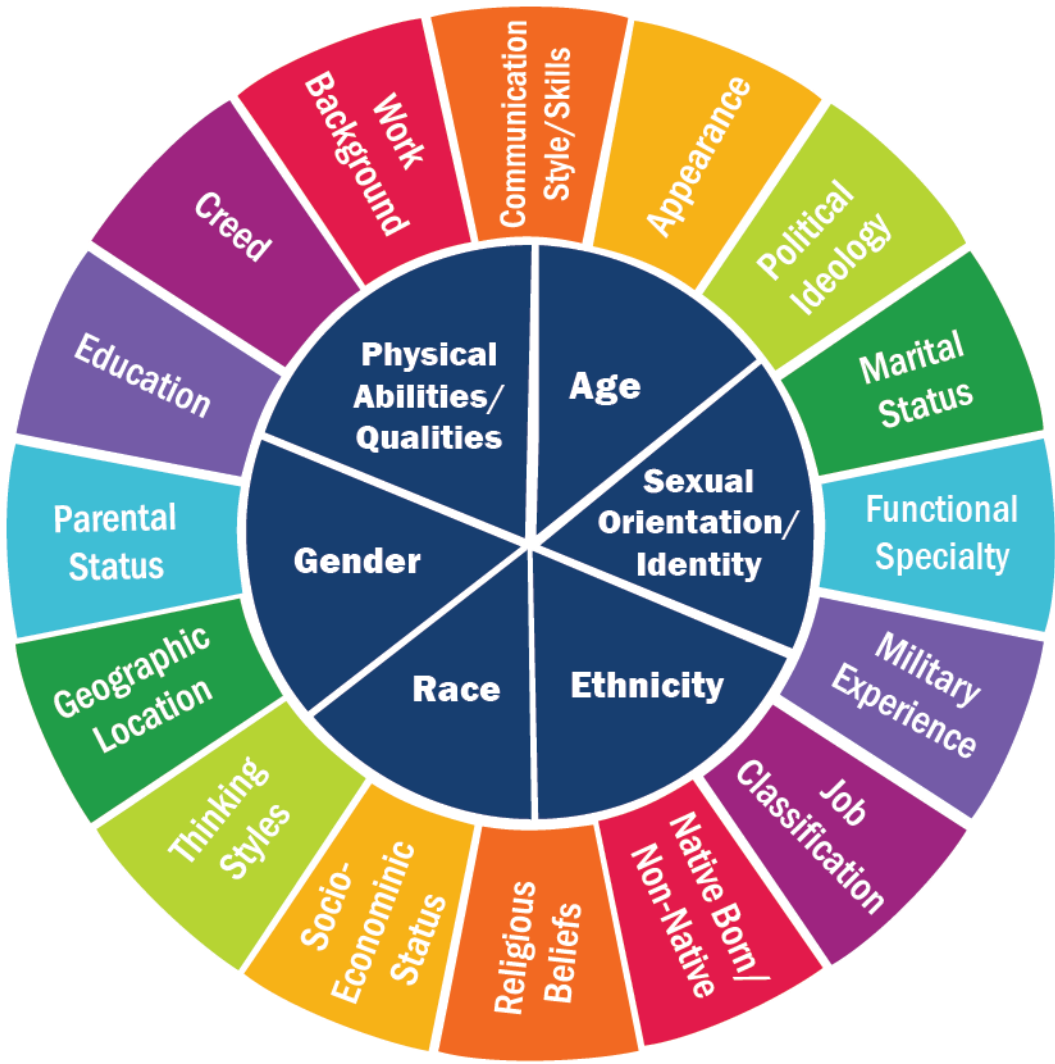
<https://www.youtube.com/watch?v=A88E4DH2asQ>



MEET THE NORMALS ADVENTURES IN UNIVERSAL DESIGN



Lots of different needs to consider



THE 7 PILLARS OF INCLUSION



Australia is a very diverse and inclusive country

23
MILLION

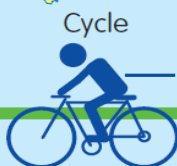
From 200 Countries

50%
BORN
OVERSEAS



Run

7.5%



Cycle

7.6%



Walk

24%



Speaking
260
Languages

INCLUSION
IN SPORT

Does Sport
reflect our
community?

INCLUSIVE
COMMUNITY = INCLUSIVE
SPORT

BUT

Indigenous
participation



30.1%

Disability
participation



23.7%

Culturally & linguistically
Diverse populations

What can we
do about it?

THE 7 PILLARS OF INCLUSION

ACCESS ATTITUDE CHOICE PARTNERSHIPS COMMUNICATION POLICY OPPORTUNITIES

How to
get there and
get in



Graeme Innes

How willing
you are to make
it happen



Peter Downs

What
can you do?



Hamish Macdonald

Who will you
work with?



Paul Oliver

Who will
you tell?



Debbie Simms

How are
people
responsible?



Carl Currey

What do
you want
to do?



Pino Migliorino

<http://youtu.be/HK8EXeE8I>

<http://youtu.be/1PF7UonRie>

<http://youtu.be/haZE2DQ0C8>

<http://youtu.be/cHVi5w36M00>

<http://youtu.be/22Ly929XLTG>

<http://youtu.be/L6SS1MRgg-Q>

<http://youtu.be/abfwqz6uZw>

TREE model



TREE model



Leisure centre staff are encouraged to consider ways to modify their own practices to better include people of all abilities.

The TREE model is a practical tool designed to assist people with modifying and adapting their ways to be more inclusive.

T stands for **Teaching**

R stands for **Rules**

E stands for **Equipment**

E stands for **Environment**



**The TREE model
promotes best
practice**



STEPUp

& Shape Your Space

1

THE STEP MODEL

2

MEMBER STORIES

3

CONCLUSION & FEEDBACK

Welcome

Ready to STEP Up and Shape your Space?

This training will assist you in making sure everyone in your local community feels welcome and included at the Y.

You can make a difference! By using four easy STEPs you can shape your headspace and workplace to engage all people, no matter their:

- age
- income
- gender
- ability
- culture
- religion
- sexual orientation.

Throughout the course, feedback will be provided in a variety of ways when completing the activities. Please note that your answers will not be formally assessed.

When you have completed the training, a certificate of completion will be issued to you.



So let's go Shape your Space for the next 30 minutes.



Select Next to continue.

Key Messages



- Good **access** is good business
- All people deserve an **opportunity** to reach their goals and potential
- Your **attitude** can make all the difference
- Think **ability** rather than disability, race, religion or gender. Challenge your assumptions
- People are diverse and have individual wants and needs. Offering **choice** is essential
- Be prepared to **ask** and **listen** to what an individual wants
- You have a legal and moral **responsibility** to include all people

STEP model - Space



Making small changes to your work space can help members feel more valued and lead to increased enthusiasm and participation levels.

- Areas to sit/rest within a leisure centre
- Temperature control and lighting
- Variety of music and volume
- Consider different abilities and mobility levels
- Minimise distractions where possible
- Consider the layout
- Ensure signage is clear, has a high level of visual contrast, is logical and uses pictures where possible

STEP model - Task



Being flexible in the delivery of your work task will benefit a member's experience.

- Members rest when required during group activities
- Be prepared to allocate more time to include all people
- Plan activities to ensure that everyone has an equal opportunity to participate
- Consider providing program cards to assist members using the gym e.g. pictures, written text
- Supports members to wear their choice of clothing without fear of being judged
- When doing partner workouts match members by ability to ensure safe and achievable participation



STEP model - Equipment

Planning to have a range of equipment makes an activity fair and achievable for all members.

- Offer members earplugs to minimise noise sensitivity
- Consider people using strollers, walking frames and wheelchairs
- Use physical cues eg. communication boards, pictures or other devices
- Ask members if there is any equipment that would assist their involvement e.g. toys, picture cards, handgrips
- Consider using a white board to reinforce verbal and visual instructions
- Offer a range of equipment including; change tables, hearing loops, portable ramps and wet water wheelchairs

STEP model - People



Connect and engage with all people to make them feel welcome and included. A simple smile can make all the difference.

- Be welcoming to everyone – first impressions
- Use a range of verbal and visual cues
- Use a questioning approach rather than telling or making assumptions
- Have member's pair up and support each other
- Spend more time engaging new members when required
- Have promotional material that represents all potential members
- Avoid segregating members by providing the same or similar options to everyone

Member stories

Now let's meet some real members from diverse backgrounds to find out what makes them feel welcomed and included.

Select at least two members from either the pool or gym setting to complete the activities.

Remember you can refer to the STEP model at any time to assist with your answers.



Space



Task



Equipment



People



Select a member to find out more about their experience.



Helen



Travis



Ramla



Beau

Helen's Story

Customer service

Helen informs you that she has not been to the centre before and was attending her first aqua aerobic class. She appears to be nervous.

How do you respond?



Space



Task



Equipment



People

Choose the three correct answers then

- ☐ Speak to her as you would any other something for the first time.
- ☐ Tell her it will be fine and then go back doing.
- ☐ Help ease her feelings of nervousness is fantastic that she is going to learn
- ☐ Engage in a conversation with her to and supported.
- ☐ Grab another staff member to assist



Ramla's story

During the month of Ramadan her soccer team are not play in the usual competition due to a fasting ritual they by from dawn until sunset.

Ramla has been a member of her leisure centre for 10 years and regularly participates in gym and basketball. She also co-ordinates a soccer team that play in a weekly competition.

Her friends know her to be outgoing, respectful and well liked. Ramla is of Muslim religion and when she attends the centre she wears a headscarf and non-traditional exercise clothing.

Select Play to watch Ramla's Story before moving on to the activities.



Amala's story an inclusive centre

The leisure centre extended their operational hours during the month of Ramadan to let Amala and her team play soccer?

Do you think this is fair?
Select your response.

YES

NO



That's right.

By extending the operational hours during the month of Ramadan the centre is being fair, inclusive and

Remember that:

- Members of your leisure centre are diverse and have individual wants and needs. Offering choices is essential.
- It is important that the centre works alongside communities to ensure inclusive best practice



Select Next to continue.

WHERE TO FROM HERE?



- Roll out the training across YMCA Vic – ideally induction
- Social impact measurement
- Promote through the sport and recreation sector
- Continue to advocate for the benefits of UD throughout YMCA and the sport/recreation sector
- Build on the resources to support the sector imbed UD into their thinking and practice

THANKS & QUESTIONS



ENTERTAIN
THINK **INSPIRE**

