



Attendant Support Initiative Program (ASI)

INFORMATION



The Attendant Support Initiative (ASI) is an exciting access program offered at Brimbank Aquatic and Wellness Centre and Sunshine Leisure Centre.

ASI PROGRAM GOALS

- Increase access opportunities for people with a disability in recreation
- Create recreation pathways for people with a disability within our leisure centre
- Increase the number of people with a disability participating in community based sport and recreation activities.
- Create and support new & sustainable opportunities for people with a disability in recreation

ASI SERVICE

The ASI program is primarily focused on providing individual support for people with a disability to access the Aquatic and Gymnasium areas within the facility.

Attendant Support Officer (ASO) can assist with:

- Personal care routine
- Support in the water and / or in the gym during the session

ASOSTAFF

- Have experience working with people with disabilities
- Have a general understanding of aquatic / Gymnasium programs
- Understand the rights of people with a disability
- Support community inclusion.
- All staff also partake in on site manual handling training and disability awareness training.

EQUIPMENT

Brimbank Leisure Centres have specialised equipment available:

- Mobile sling hoist
- Seated pool hoist
- Adult-size change tables
- Water wheelchairs
- Dry wheelchairs
- Floating devices
- Ceiling hoist in accessible change rooms
- 2 Accessible bathrooms on pool deck

If you require any other aids, please bring them with you.



Bookings must be made by contacting Brimbank Leisure Centres as per below details.

Email: asi@brimbank.vic.gov.au

BOOKING PROCEDURE

ASI Service Users are required to complete a Service User Profile Form prior to using this service.

(See SUP form attachment in the email)

Basic details are collected directly from you or your family or carer such as names, address, phone contacts and emergency contacts. In addition, it is also necessary for us to collect details regarding your support needs such as communication needs, physical needs, personal routines and any other appropriate information. This is vital in assisting us to provide the best possible individual care for you whilst accessing our program. We assure you that our Attendant Support Workers will only use the information provided to deliver support care to the highest standards.

Allocation of Attendant Support Officers (ASO)

To ensure we provide the most appropriate ASO for the potential service user, we require accurate information. If a client is usually a 2 person transfer/assist then you will either need to supply the 2nd carer to work alongside our ASO or alternately you can book 2 ASO's for the session.

If you require specifically a male or female carer, please make note of this when completing your SUP form and booking, we do have both male and female ASO available.

If you have a day and time in mind, please outline this on the SUP form.

Session Times

The ASI program is available 7 days a week within the Centre's opening and closing hours and is subject to the availability of ASO staff. There is a 1 hour minimum booking then part thereof for extended sessions.

Regular booking - once a booking has been established you will automatically be booked in each week and you will be expected to attend that booking.

Casual booking - please contact us each time you would like to utilise the service, 3-4 days' notice is required.

Prior to an ASI session in the Gym you will be required to participate in a consultation with one of our experienced Gym Instructors who will plan and show you how to do your exercise program.



Payment and Cancellation Procedures

The ASI Program cost is \$40.00 per hour as of 30 March 2023.

You can make payment at reception prior to each ASI session

Receive an invoice monthly at the end of each month. Monthly invoices are emailed out and must be **paid within 30 days of date of issue.**

Pay in advance where we invoice you either:

6 Months

12 Months

A minimum of 24 hours' notice is required to cancel a casual or regular booking or **fees will still apply.** To cancel a booking please contact the team at asi@brimbank.vic.gov.au or 9249 4635. If you are more than 25 minutes late for a booking, your booking will automatically be cancelled and fees will still apply.

ARRIVAL AND DEPARTURES

When you arrive at the centre for your ASI session please report to reception and let the staff know you are here for the ASI program.

If you require a taxi or other form of transport to be called when you have finished your session, please inform our customer service team at reception and they can organise the appropriate transport for you.

DAILY REQUIREMENTS

Please ensure you bring appropriate swimwear for the pool, dry change of clothing and a couple of towels per session to ensure our staff can keep you warm between transfers. If you require continence aids for swimming, please ensure you purchase them prior to your booking. It is the responsibility of the carer to carry out the continence support to the ASI participant.

(Waterproof swim pants are available from various retail outlets).

A gym towel and covered gym shoes are always required if your session is in the gym.

SERVICE USER FEEDBACK

All service users have the right to raise any concerns or complaints. Please fill out a Feedback form available from reception and hand it to customer service team member. If you are unable to complete a



Feedback form, please raise your feedback with either the Community Programs and Liaison Officer or the Marketing and Community Relations Unit Manager.

On behalf of the ASI program and all staff involved, we hope you find this program to be of great benefit and enjoy your leisure activities.