

Community Consultation Report

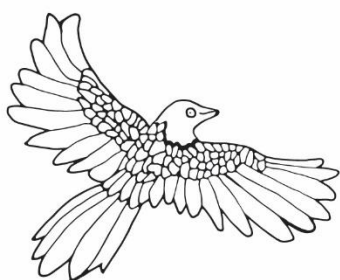
Installation of Pool Hoist at Keilor East Leisure Centre

May 2025



Contents

1	Background	3
2	Community engagement	4
3	Promotion and reach	5
4	Participation	6
	Connection to Moonee Valley	6
	Suburb of residence	6
	Age group	7
	Gender	7
5	Community feedback.....	9
5.1	Level of support	9
5.2	Response rationale	9
5.3	Feedback on the Pool Pod.....	10
5.4	Additional comments/suggestions.....	10
5.5	Community Network Forum Meetings.....	11
6	Conclusion	11
7	Appendices.....	12
7.1	Your Say page	12
7.2	Social media posts.....	13



Moonee Valley City Council respectfully acknowledges the Traditional Custodians of the land on which Moonee Valley is located – the Wurundjeri People of the Kulin Nation; and we pay respect to their Spirits, Ancestors, Elders and their Community Members past and present.

Council also extends this respect to other Aboriginal and Torres Strait Islander Peoples who call Moonee Valley home.

Artwork by Wurundjeri artist, Judy Nicholson

1 Background

Council is installing a pool hoist for the warm water pool at Keilor East Leisure Centre (KELC).

Pool hoists benefit community members with mobility impairments, allowing aquatic activities to be more accessible. Council's [Disability Action Plan](#) lists planning for pool hoists as a key action for the 2024-2025 financial year.

Council identified a proposed location for installing a pool hoist beside the warm water pool at KELC. Before proceeding, Council sought community feedback to determine the most appropriate location for the pool hoist.

KELC was nominated for the installation of a pool hoist due to higher attendance levels utilising the warm water pool, and the close proximity to the Changing Places facility.

2 Community engagement

From 24 March-20 April 2025, Council conducted a consultation to seek community feedback on the proposed pool hoist location. Community members were invited to provide feedback through an online survey via Council's Your Say page (Appendix 7.1), by emailing or phoning Council or via targeted discussion groups.

The survey:

- Includes a floor map illustrating the proposed pool hoist location beside the warm water pool at KELC and asks:
 - To what extent do you support the proposed location for the pool hoist at Keilor East Leisure Centre? (With the option to choose one response from Strongly Oppose, Oppose, Neutral, Support or Strongly Support)
 - Would you like to provide a comment to explain your rating?
 - Are you a person with a disability, or a person who knows or supports a person with a disability? (Yes/No)
- Provides information about the chosen pool hoist ([Pool Pod](#)) and asks:
 - If you have any feedback on the Pool Pod, please share this below.
- Do you have any comments that you'd like to share with us about this project, or suggestions for other ways we can improve the accessibility of these facilities for everyone?

3 Promotion and reach

The consultation was promoted via:

- Council's Your Say and corporate web pages and Belgravia webpage.
- Belgravia e-newsletter and Caring for Carers e-newsletter (April 2025).
- A digital poster at Keilor East Leisure Centre.
- Direct communication with groups who use the warm water pool, via the MOVE Community Engagement and Inclusion Coordinator and the Moonee Valley City Council Access and Inclusion Officer.
- Social media posts (Appendix 7.2).

The Your Say page received 195 views, and 102 unique visitors.

4 Participation

50 people provided feedback on this consultation:

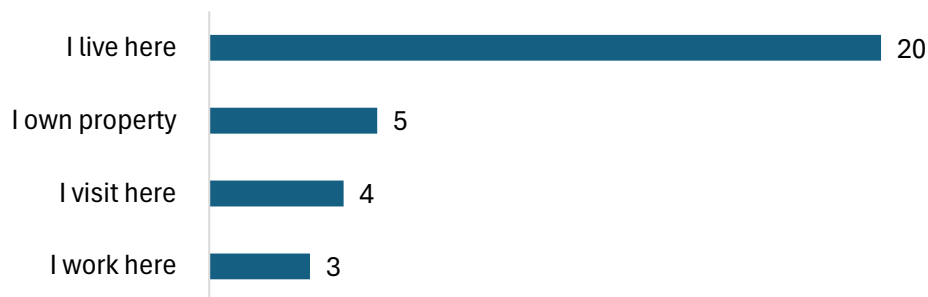
- Online survey 44 (24 complete, 20 partial)
- Social media 6

Of the survey respondents, 14 indicated they are a person with a disability, or a person who knows or supports a person with a disability.

Connection to Moonee Valley

The majority of respondents indicated that they lived in Moonee Valley (n=20).

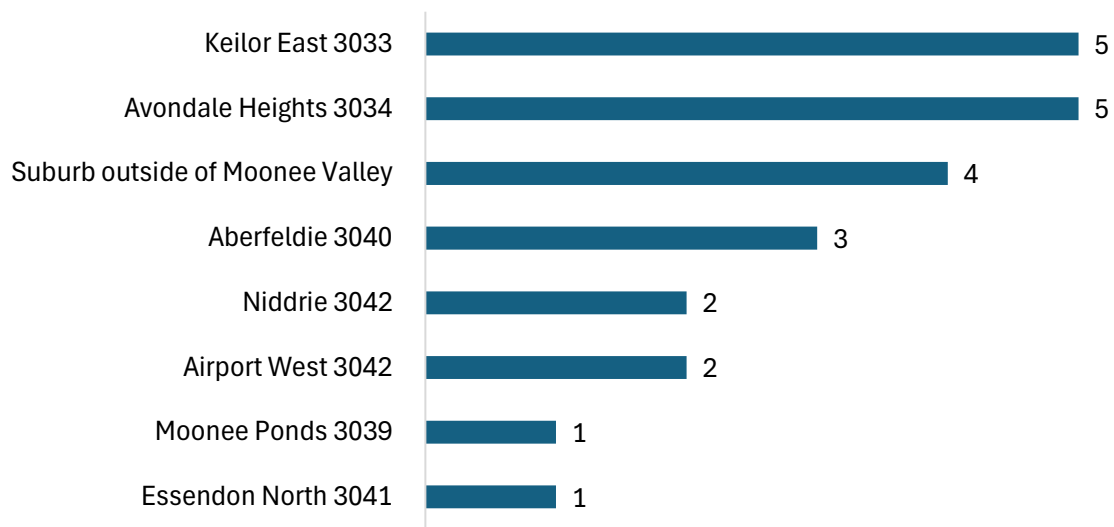
Figure 1. Connection to Moonee Valley



Suburb of residence

An equal number of survey respondents indicated that they lived in Keilor East (n=5) and Avondale Heights (n=5). Respondents that indicated that they resided in a suburb outside of Moonee Valley were provided a text box to list their suburb of residence which included: Glenroy, Hillside and Brunswick.

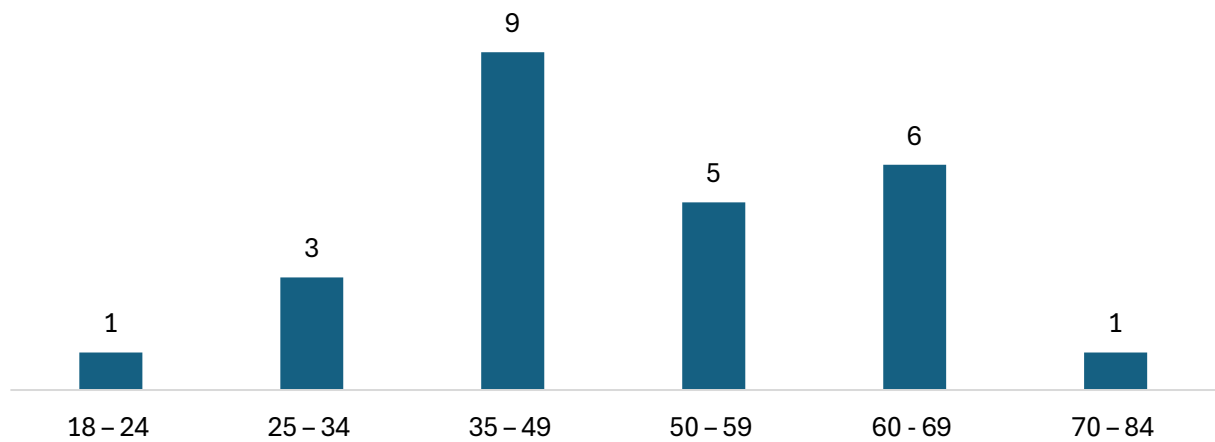
Figure 2. Suburb of Residence



Age group

Most respondents indicated that they were aged 35 – 49 years (n=9).

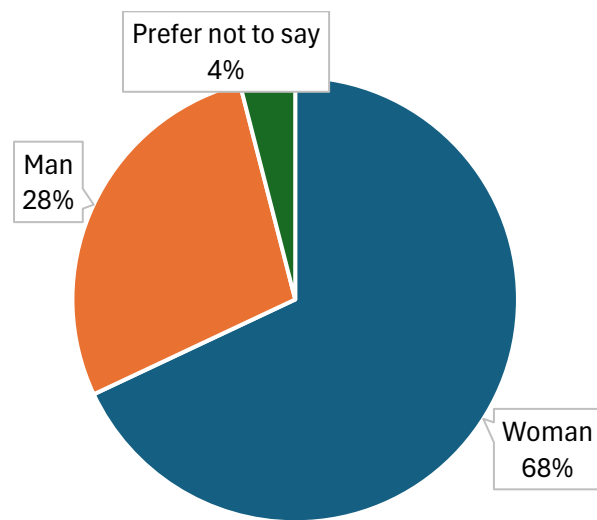
Figure 3. Age group



Gender

The majority of respondents identified as a woman (n=17).

Figure 4. Gender



5 Community feedback

5.1 Level of support

Of the 29 survey respondents who indicated their level of support for the proposed location of the pool pod:

- 20 either support or strongly support the proposal
- 7 people either oppose or strongly oppose the proposal
- 2 indicated that they were neutral in response to the proposal

5.2 Response rationale

Respondents' rationale for supporting or opposing the proposed location of the pool hoist is summarised below.

Support

Accessible and inclusive (n=8)

- *I support all council facilities being accessible and inclusive for all.*
- *If this allows people with disabilities to have easier access to the pool I think it's a great idea. We as a community should work towards providing a better life to people with disabilities*

Happy with proposed location (n=6)

- *Great for it to be close to the disabled bathrooms and enough space around it for safe use*
- *Perfect location and close to all the other disability resources.*

Oppose

Concerns about location of pool hoist in deep end of pool (n=4)

- *That area of the pool is the deepest, which may pose issue for people who are required to utilise the hoist.*
- *To close to the walk in ramp better to be placed on far side away from where people are trying to enter the pool safely*

5.3 Feedback on the Pool Pod

When asked if they have any feedback on the [Pool Pod](#), 6 participants responded, and provided the feedback below:

- *I think the pool hoist would not only benefit wheelchair users but people with impaired mobility including the aged who would benefit from using the hoist when needing hydrotherapy.*
- *Ugly af*
- *My son walks down uses the water wheelchair getting out as he is to tried after therapy*
- *Have no issue with providing such just needs not inhibit other pools users*
- *While I have a disability it is not bad enough to need to use pool pod in the near future. I do find the pool ladders too hard to use.*
- *I feel this will be degrading to the person being hoisted. I cared for people with disabilities for 10 years, I am retired now. Most people with disabilities can't walk, how will you get them in the pool pod?*

5.4 Additional comments/suggestions

When asked if they have any comments about this project, or suggestions for other ways Council can improve the accessibility of MOVE leisure facilities, participants responded, and provided the feedback below:

- *I think we need to promote as widely as possible what accessible features are available so that people who need them know what, where and when to access.*
- *Fantastic idea*
- *This pool already has great accessibility, this would be extremely unnecessary .*
- *Maybe clients can go into shallower water.*
- *I think it's a great idea*
- *Consider hoist from the assessable changeroom to the warm water pool*
- *Maybe an emergency button in the accessibility bathroom, the one with the MLAK lock*
- *A Great Initiative. I see carers trying to manipulate people down the ramp. it is not a nice sight.*
- *This is a great inclusion for people with disabilities*
- *A lot of people use the pool for rehab as well so they need to feel safe and confident that they will not sustain a set back trying to enter the pool*
- *It's an important initiative which should be applauded*
- *I think it's great that it will give the disabled another option of entering the water.*

- *Please seek grants or funding for more aquatherapy equipment. Please consider extending the hours of the outdoor pool as this severely limits access to pools.*
- *The hoist needs to be in the change rooms. Hoisted into a wheel chair, then pushed into the pool, This is what I did when I was working in the industry.*

5.5 Community Network Forum Meetings

Belgravia Leisure hosted Community Network Forum meetings at Ascot Vale Leisure Centre and Keilor East Leisure Centre in March.

During the workshop discussions, the staff included a prompt to "Have your say – Mobile Pool Hoist at KELC" and provided participants with a link to the consultation page on Your Say.

The proposal for a Pool Hoist and Keilor East Leisure centre was positively received across both forums, though no specific comments were shared during the sessions.

Following the meetings, Belgravia Leisure staff also reached out to participants from the Access All Ability Swim and Social program, who expressed strong support for the initiative, despite not being directly impacted themselves.

6 Conclusion

Although only a small number of community members provided feedback on the proposed location of the pool hoist at KELC, this likely reflects the level of concern among those most directly affected.

It is evident through the Your Say page visits and engagement with the Facebook post that a considerable number of people were aware of the proposal but chose not to provide feedback, suggesting they had no significant concerns.

This feedback will inform Council's approach to the proposed location of the pool hoist, which will be communicated via Council's Your Say page and the KELC in May 2025. The hoist will be installed by June 2025.

7 Appendices

7.1 Your Say page



HomeProjectsLog In / Join

Installation of Pool Hoist at Keilor East Leisure Centre

We're installing a pool hoist for the warm water pool Keilor East Leisure Centre. Have your say on our proposed location within the facility!

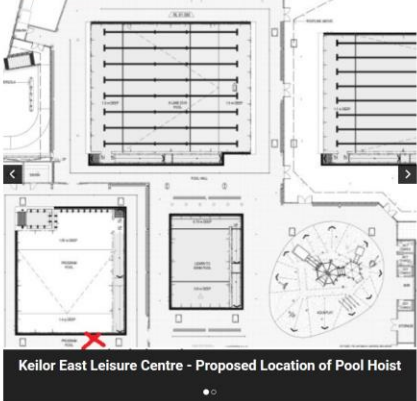
+ Follow



Home / Installation of a mobile pool hoist at Keilor East Leisure Centre

Council will be installing a pool hoist for the warm water pool at Keilor East Leisure Centre. Pool hoists benefit community members with mobility impairments, allowing aquatic activities to be more accessible. Council's Disability Action Plan lists the planning for pool hoists as a key deliverable action for this financial year. We have come up with a proposed location surrounding the warm water pool where we would like to install a pool pod pool hoist, but we want to hear from you about if there is anything we have missed when we came up with this proposal. Have your say today! This consultation will close on 29 April 2025. Keilor East Leisure Centre has been nominated for the installation of a pool pod due to higher attendance levels utilising the warm water pool, and the close proximity to the Changing Places facility. Upon review of the pool pod's use, we will seek funding to commission a pool pod at Ascot Vale Leisure Centre, also for Warm Water Pool use.

Images of proposed location of pool hoist



Keilor East Leisure Centre - Proposed Location of Pool Hoist

News and updates

11 April 2025 / INSTALLATION OF A MOBILE POOL HOIST AT KEILOR EAST LEISURE CENTRE

Keilor East pool hoist to make swimming more accessible

Moonee Valley resident Tess Karambelas describes swimming as one of the ways she can "feel free".

[Learn more >](#)

Have your say!

Complete our survey

Proposed pool hoist



The Pool Pod provides dignified, independent access to swimming pools. It is designed for any aquatic facility visitor who finds using a pool ladder inappropriate and enhances the experience for wheelchair users and people with reduced mobility.

Timeline

- Consultation open for feedback
24 March 2025
- Consultation closes
29 April 2025
- Consideration of community feedback received
May 2025
- Installation of pool hoist at Keilor East Leisure Centre
May/June 2025

[See less](#)

Contact Us

Have questions or want to learn more about a project, contact us below.

Name: Community Engagement Team
Phone: 9243 8888
Email: yoursay@mvcc.vic.gov.au
In writing: 9 Kellaway Avenue
Moonee Ponds, Vic 3039

Moonee Valley City Council respectfully acknowledges the traditional custodians of this land - the Wurundjeri Woi-wurrung People of the Kulin Nation, their spirits, ancestors, elders and community members past and present.



Contact Us

Have questions or want to learn more about a project, contact us below.

Phone: 9243 8888
Email: yoursay@mvcc.vic.gov.au

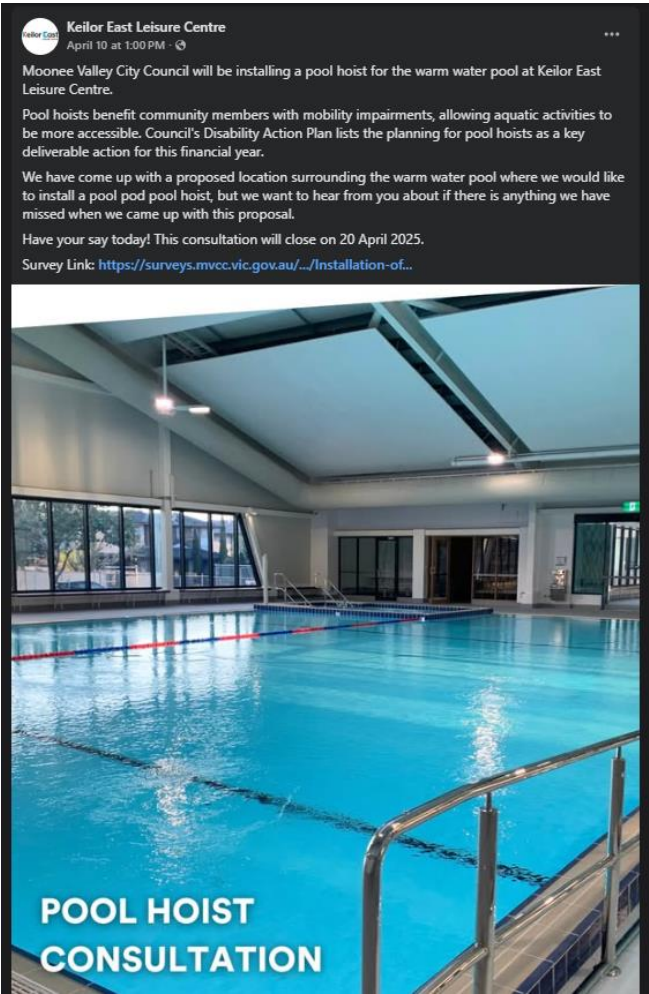


Privacy Policy | Terms of Use | Accessibility | Moderation

© 2025 Your Say Moonee Valley. All rights reserved. Log In to Site



7.2 Social media posts



Summary of comments relevant to the installation of the pool hoist (n=6)
"Good idea"
"Such an amazing opportunity for everyone to experience the joys of swimming"
"This sounds like a great idea! ... Looks like it will be [a] great asset and help to the wonderful carers".
"Very good idea".
"A wonderful idea. Keep up the great work".
"Goodness just install it. This shouldn't have to go to consultation"

Moonee Valley Language Line

العربية	Arabic	9932 1471	Ελληνικά	Greek	9932 1474	Español	Spanish	9932 1477
廣東話	Cantonese	9932 1472	Italiano	Italian	9932 1475	Türkçe	Turkish	9932 1478
Hrvatski	Croatian	9932 1473	Somali	Somali	9932 1476	Tiếng Việt	Vietnamese	9932 1479

All other languages 9932 1480

National Relay Service 13 36 77 or relayservice.com.au