



Personal Excellence



AIS | NSO Personal Excellence Residential Agreement

The Personal Excellence (PE) Section is responsible for developing and implementing an integrated strategic approach to support National Sporting Organisations (NSO's). Specifically, Personal Excellence aims to empower athletes in making informed decisions around contemporary social issues and their career which impact performance in sport and life.

The section will collaborate and work closely with NSO's and system partners to enhance the structure and processes underpinning athlete welfare beyond the sporting field.

The personal excellence multi-faceted strategy includes:

- Providing career and education development to athletes
- Increasing awareness about contemporary social issues which impact performance in sport and life
- Equipping athletes with decision making skills and professional behaviours to confront and appropriately navigate these challenges.
- Empowering athletes to behave responsibly, embrace accountability and demonstrate professionalism in their daily lives

Personal Excellence services will include the following:

All NSO athletes residing within AIS residences are eligible for the following services:

- Residence Induction and/or Orientation
 - Highlight Residence procedures and introduce Personal Excellence services through either a group induction or small group/individual orientation
- 24/7 Supervisory Service within the AIS Residential Campus
- Athlete first point of contact for non-emergency PE related areas

All eligible NSO athletes have access to the following services:

- Career Advice
 - Professional career advice to assist athletes to identify their individual career pathway and goals
 - Identify an individual development plan with the athlete
 - Review development plan progress regularly
- Career Guidance
 - Professional career guidance such as employment preparation advice (resume, job search, position application and interview skill guidance);

- Education advice
 - Educational and vocational advice associated with school and university course selection and options as well as vocational training advice
 - Supporting and encouraging the development of new skills and essential behaviours to meet and overcome the challenges faced by a student athlete.
- Selected Professional Sessions from the Personal Excellence delivery framework
 - Presenting and /or facilitating forums and workshops to address the contemporary issues faced by elite athletes (i.e. social media, financial information, presentation skills, balanced lifestyle management, effective decision making, being accountable and responsible)
- Professional referrals where required
- Provide continued support to athletes to support their retirement or de-selection

Note

- *Please note that the delivery of these services will change as the Personal Excellence strategy is developed and implemented. NSOs will be notified in writing of any significant changes*

Personal Excellence services will NOT include:

- Transporting athletes or NSO staff to or from Residences under any circumstances
- Providing a liaison service to education providers
- Monitoring athlete progress within individual education programs
- Recruitment Services - Finding athletes jobs

NSO Obligations

- To be responsible for the overall welfare of athletes relocating and residing in Canberra
- To be the main point of contact and liaison with parents and significant others
- To provide relevant information to PE staff within reasonable timeframes to permit the effective delivery of services
- To identify NSO personnel to liaise directly with partner schools
- To communicate relevant information to parents/guardians of athletes of under- age athletes (<18Years) of PE procedures, resources and programs.
- To provide PE Management Escalation Contact details for 24/7 Emergencies as per the below requirements.

Escalation Contact Requirements

The NSO is to provide contact details for emergencies & incidents. The named persons will be available for contact 24 hours x 7 days. Short stay contact details are to be provided to AIS Events and Sports Camps (ESC) when confirming the booking details.

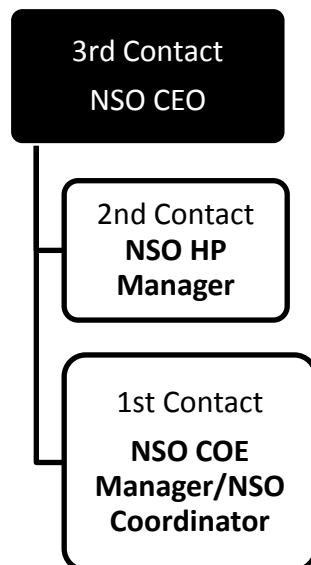
In the case that the 1st contact (NSO Coordinator) is not available the PE Staff will then contact the 2nd named contact (NSO HP Manager). If in a situation that the 2nd named contact is not available then the PE Staff will contact the 3rd named contact, NSO CEO.

Details required:

- 1st contact, NSO COE Manager/NSO Coordinator – name, mobile number
- 2nd contact, NSO High Performance Manager – name, mobile number
- 3rd contact, NSO CEO – name, mobile number

These details are to be provided prior to the athlete's arrival at the AIS Residences.

Escalation Path





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Personal Excellence Services Matrix

Service	Personal Excellence Staff	AIS Site Services	Athlete	NSO	Parent / Significant Other
PE Orientation & Induction (long stay residents)	Provides orientation and induction to long stay residents & informs Assistant Director Residence (ADR) & NSO	Provide Residence briefing to athletes & NSO representative	Attend	Representative from NSO attend orientation & induction briefing. Communicate orientation / induction information to parent / significant other.	Refer all queries to NSO on requirements & services offered to athlete whilst in AIS Residence
After hours Resident Briefing (short stay)	After hour resident briefing & orientation				
Career Guidance	Provide career guidance	nil	Initiates request for guidance	Informed of progress by PE staff	Maintains involvement
Education Advice	Provide advice/guidance	nil	Initiates request for advice/guidance	Support holistic athlete development	Supports holistic athlete development
Professional Sessions from Personal Excellence Delivery Framework	Deliver or facilitate sessions	nil	Attend & participate	Provide a culture and values within sport that support excellence in on and off field behaviour	Supports holistic athlete development

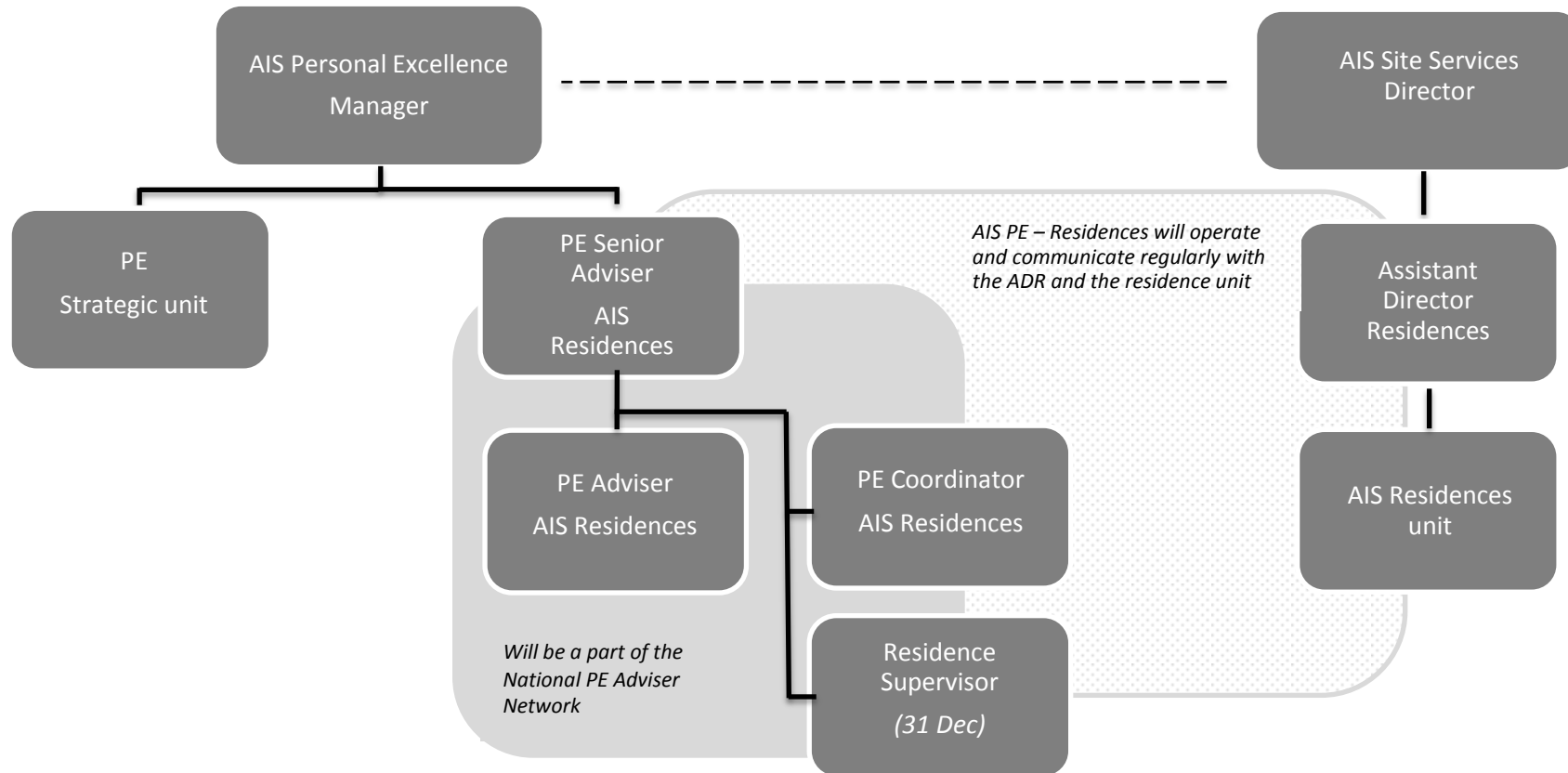
Service	Personal Excellence Staff	AIS Site Services	Athlete	NSO	Parent / Significant Other
Chaperone role during ASADA Search & Discovery process	Chaperone role	Permit access to ASADA staff	Comply	Support	Support
First response support 4pm – 8am Support 8am – 4pm Weekend support	Care & first response support	Responds as per internal emergency procedures	Respond when required	Provide Emergency contact person and contact details	Contacted by NSO in event of Emergency
Transport - emergency	In Emergency Ambulance is called to transport athlete to hospital – Cost of Ambulance billed to NSO	Responds as per internal emergency procedures	Report to PE staff details of emergency and/or respond to Emergency directions	To be notified of Emergency to relieve AIS staff at Emergency ASAP Make payment of Ambulance call out	To be notified by NSO of Emergency
Transport – other	NIL	NIL	Arrange with NSO	To coordinate	Nil
Athlete After Care (Proceeding major medical incidents)	To implement as directed by appropriate internal staff	To be notified	To follow appropriate direction & maintain communication updates/progress	Respond were required & directed by PE Staff	To be notified by athlete & NSO To provide support



Personal Excellence



AIS Personal Excellence | AIS Site Services – Residences Organisational Structure



Note The Residences business unit under the Site Services Branch, Corporate Operations Division, manages the residential complexes and is responsible for all residences operations and services in collaboration with various service providers including AIS PE.