

# Aerial

## GYMNASTICS AND CHEER

### POLICY AND PROCEDURES

All programs



2026

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A photograph of three young female gymnasts in a gymnasium. They are wearing blue leotards with sequins and black jackets. They are smiling and looking towards the camera. The background shows a trampoline and gym equipment.

# 01

# General Club Information

## 1.1. Purpose

This section gives families, gymnasts, staff, and visitors a clear overview of who we are, what we offer, and how the club operates day to day.

## 1.2. Club identity and contact details

- **Club name:** Aerial Gymnastics and Cheer Browns Plains inc.
- **Legal entity:** Not-for-profit incorporated association
- **ABN:** 45 611 565 589
- **Registered address:** 73 Eastern Road, Browns Plains, QLD 4118
- **Email:** [aerialgymnasticsandcheer@gmail.com](mailto:aerialgymnasticsandcheer@gmail.com)
- **Website:** <https://www.aerialgymnasticsandcheer.com.au/>
- **Social media:**

<https://www.facebook.com/AerialGymnasticsandCheer>

[https://www.instagram.com/aerial\\_gymnasticsandcheer\\_/](https://www.instagram.com/aerial_gymnasticsandcheer_/)

## 1.3. Mission and values

- **Mission:**

- To provide gymnastics and cheerleading classes to our local community, where every athlete feels valued and reaches their full potential. We are a family-friendly organization committed to creating a safe environment where children can develop their skills in sport and wellbeing through excellent service and support.

- **Values:**

- We are friendly and committed to providing excellent service to our families and community. We work with families to create a supportive environment where every child has the opportunity to experience gymnastics and cheerleading classes.

## 1.4. Programs offered

The club offers the following programs:

- **KinderGym**

- Age range: 2-5 years
- Focus: fundamental movement, play-based learning, parent/carer involvement as needed.

- **Recreational Gymnastics**

- Stages: 1, 2, 3, Gym Fun
- Age ranges:
  - Stage 1: 5-9
  - Stage 2: 7-11
  - Stage 3: 7-14
  - Gym Fun: 12+
- Focus: fun, fitness, basic skills, progression at the gymnast's pace.
  - See specific criteria on website.

- **Development (Dev) Squads**

- Levels: Dev 1/2, Dev 3, Dev 4, Dev 5+
- Entry criteria: coach recommendation, skill readiness, commitment.
  - See specific criteria on website.
- Focus: stronger skill progressions and potential pathway to competition.

- **Competitive WAG**

- Levels: 3, 4, 5, 6, 7, 8+
- Entry criteria: coach recommendation, skill readiness, commitment.
  - See specific criteria on website.
- Training expectations:
  - Level 3: 3 days per week (6 hours)
  - Level 4: 3 days per week (9 hours)
  - Level 5+: 4 days per week (12 hours)
  - Stars: 5 days per week (15 hours)
- Pathways to higher levels and representative events where applicable.

- **WAG STARS**

- his program can be used to accelerate the progress of individually talented athletes or to better prepare athletes for higher levels within the ALP. Clubs can choose to incorporate the STARS program with entire training groups or squads, or even with a single athlete, as an addition to their regular training regimen.

- Entry criteria: coach recommendation, skill readiness, commitment.
  - See specific criteria on website.
- **Cheerleading / Dance / Other programs**
  - Squad names and age ranges (e.g. Mini, Youth).
  - Focus and performance/competition expectations.

## 1.5. Age ranges and placement

- New gymnasts are placed into classes based on:
  - Age Previous experience and current skill level
  - Coach recommendation and available class spaces
- The club may move gymnasts between classes or levels when:
  - They are ready for a higher (or more suitable) level
  - Their age or maturity suggests a different group would be more appropriate
  - Class sizes need to be balanced for safety or quality reasons
  - The athletes are constantly monitored and tested at the end of each term
- Placement decisions are made by the coaching team in consultation with families where possible, with safety as the first priority.

## 1.6. Opening hours and term structure

- The club generally follows a **term-based** structure aligned with school terms:
  - Term 1: Tuesday 27 January to Thursday 2 April
  - Term 2: Monday 20 April to Saturday 27 June
  - Term 3: Monday 13 July to Saturday 19 September
  - Term 4: Tuesday 6 October to Saturday 12 December
- Usual weekly operating hours:
  - Weekdays: 3:30 pm - 8:00 pm
  - Saturdays: 8:00 am - 1:00 pm
- The club may run **holiday programs, clinics or camps** outside of term; these will be advertised separately.

## 1.7. Location, parking, and access

- **Venue address:** 73 Eastern Road, Browns Plains, QLD 4118
- **Parking:**
  - Families can park in the shared car park or on the street
  - Roller door must be kept clear of cars at all times.
- **Drop-off and pick-up:**
  - All athletes must be signed in and out via the sign in sheet (this is an emergency protocol)
  - Children are not be playing in the car park. When children are waiting for their class they must be seated in the waiting area or office. They are not allowed to play on any equipment.

## 1.8. Communication channels

- The club will use a combination of the following to communicate with members:
  - Email (primary method for official information)
  - Friendly manager app
  - Website updates
  - Social media (for reminders and general updates)
  - Notices in the gym
- Families are responsible for:
  - Keeping their contact details up to date
  - Reading communications sent by the club and asking questions if anything is unclear.

## 1.9. Review

- General club information will be reviewed at least annually to ensure details such as contact information, programs, and operating hours remain accurate.
- Updated information will be reflected in this policy and across the club's public channels (website, timetables, price lists).



02

## Governance and Legal

## 2.1. Purpose

This policy sets out how the club is governed as a not-for-profit organisation and how we meet our legal and regulatory obligations. It applies to all committee members, staff, coaches, volunteers, contractors, gymnasts, and families involved with the club.

## 2.2. Governance structure

- The club operates as a **not-for-profit incorporated association** under the laws of Queensland.
- Any surplus funds are **reinvested into the club** to support programs, facilities, equipment, and member services. No profits are distributed to members, committee, or staff.
- The **Management Committee** is responsible for:
  - Setting the club's strategic direction and priorities
  - Ensuring the club complies with all legal, financial, and safety requirements
  - Approving key policies and monitoring their implementation
- Committee roles typically include: **President, Vice President, Secretary, Treasurer**, and general committee members. Role descriptions are documented separately.

## 2.3. Affiliation and standards

- The club is **affiliated with**:
  - **Gymnastics Australia (GA)**, and
  - **Gymnastics Queensland (GQ)**
- The club is committed to meeting all relevant:
  - GA policies and technical regulations
  - Child safety and safeguarding standards
  - Competition rules, codes of behaviour, and member protection requirements set by GA and the GQ.

## 2.4. Legal compliance

The club will comply with all relevant legislation and regulation, including (but not limited to):

- **Child protection and blue card** requirements
- **Work health and safety** legislation
- **Privacy and data protection** requirements applicable in Australia
- **Fair work** obligations for employees
- **Incorporated associations / not-for-profit** legislation relevant to the club's legal structure
- Any additional obligations arising from lease agreements, council requirements, or venue hire conditions.

## 2.5. Working With Children Checks / Blue Cards

- All committee members, coaches, regular volunteers, and any adult in a child-related role must hold a current **Blue Card / Working With Children Check**.
- The club will:
  - Verify and record Blue Card / WWCC details before a person begins child-related work
  - Maintain an up-to-date register of Blue Card / WWCC status
  - Require individuals to notify the club immediately of any change that may affect their eligibility to work with children
- No person may coach, supervise, or be left alone with children until their Blue Card / WWCC has been verified.

## 2.6. Insurance

- The club will maintain appropriate insurance, which may include:
  - Public liability insurance
  - Professional indemnity insurance
  - Personal accident insurance for participants (via GA)
  - Volunteer and committee member liability cover where appropriate
- Certificates of currency will be reviewed and renewed annually and kept on file.

## 2.7. Policies and procedures

- The club will develop, implement, and maintain clear written policies and procedures covering (at minimum):

- Child safety and safeguarding
- Health and safety
- Membership and enrolment
- Codes of conduct
- Complaints and disputes
- Privacy and media
- The **Management Committee** is responsible for:
  - Approving new or updated policies
  - Ensuring staff and volunteers are informed and trained where relevant
  - Reviewing policies at least every **two years** or earlier if laws, regulations, or governing body requirements change.

## 2.8. Record-keeping and documentation

- The club will keep accurate and secure records for:
  - Membership and enrolment details
  - Attendance and incident reports
  - Blue Card / WWCC checks and staff/volunteer screening
  - Financial transactions and budgets
  - Committee meetings and key decisions (meeting minutes)
  - Competition entries and results where required by governing bodies
- Records will be:
  - Stored securely (physically or digitally) with controlled access Retained for
  - the period required by law or governing body requirements Destroyed
  - securely when no longer required.

## 2.9. Conflicts of interest

- Committee members, staff, and key volunteers must:
  - Disclose any potential or actual conflict of interest (for example, personal financial gain, family businesses, or close relationships with suppliers)
  - Refrain from decision-making where there is a conflict, unless the committee decides otherwise and records the decision.

- Conflicts of interest and how they are managed should be recorded in meeting minutes.

## 2.10. Decision-making and transparency

- Significant decisions (for example, changes to fees, major purchases, new programs, or policy changes) must be:
  - Considered at a committee meeting or by another authorised body under the constitution
  - Recorded in meeting minutes or written records
- Members will be informed of:
  - Major changes that affect them (fees, timetables, policies)
  - How to access key policies and documents.

## 2.11. Breaches of this policy

- Any concerns about non-compliance with this policy should be reported to the **President / Secretary / designated Child Safety Officer**.
- The committee will:
  - Consider the concern in a timely manner
  - Take action to remedy non-compliance
  - Report to external authorities where legally required (for example, in relation to child safety or serious WHS incidents).
- Serious or repeated breaches may result in disciplinary action, including removal from committee roles, termination of employment/engagement, or termination of membership in line with the club's disciplinary procedures.

## 2.12. Review

- This policy will be reviewed at least annually, or sooner if:
  - Relevant laws change
  - Gymnastics Australia or the State/Territory association updates requirements
  - Significant incidents or issues highlight the need for revision.

A young girl in a blue and black leotard performing a rhythmic gymnastics move with her arms raised.

03

# Membership and enrolment

### 3.1 Purpose and scope

This policy explains how families join the club, enrol in classes, and maintain ongoing membership. It applies to all gymnasts, parents and carers, and to all programs offered by the club (including KinderGym, Recreational Gymnastics, Development, Competitive WAG, Cheerleading and Dance).

### 3.2 Membership definition

- A **member** is a gymnast or family who:
  - Has completed the required enrolment forms
  - agreed to the club's policies and codes of conduct
  - Has paid all applicable membership and registration fees for the year or term
- Membership covers:
  - Access to appropriate classes and programs (subject to availability)
  - Coverage under relevant insurance schemes where applicable
  - Communication from the club about programs, events, and important updates.
- Membership is **not transferable** between children or families.

### 3.3 Enrolment process

#### 3.3.1 New enquiries and trials

- Families may submit an enquiry through:
  - The club website Email
  - Friendly Manager app
  - In-person at the gym during opening hours.
  -
- Where possible, new gymnasts will be offered a **trial class** in an age and level appropriate group before full enrolment is confirmed.
- Trial class rules:
  - Number of free trials allowed: **1 class per child**
  - Trial participants must complete an online booking and agree to a **basic waiver and medical information form** before participating.

### 3.3.2 Enrolment documentation

Before a gymnast can commence regular classes, the following must be completed:

- **Enrolment form**, including:
  - Child's full name, date of birth, and contact details
  - Parent/carer details and emergency contacts
- **Medical information**, including:
  - Relevant medical conditions (e.g. asthma, allergies, epilepsy)
  - Medication requirements and emergency action plans
- **Consent and acknowledgements**, including:
  - Agreement to club policies and codes of conduct
  - Risk acknowledgment and liability waiver
  - Photo and media consent (opt-in or opt-out)
  - Permission to seek emergency medical treatment if required.
- Enrolment may be completed via:
  - Online system (e.g. Friendly Manager)

### 3.3.3 Confirmation of enrolment

- A gymnast's enrolment in a specific class is confirmed only when:
  - All required forms are completed
  - Initial fees (membership/registration
  - and first term fees, or trial fee) are paid or a payment plan is agreed in writing
- Until confirmation is received, families should treat a class as **pending** and not assume a place has been secured.

## 3.4 Class placement and progression

- Class placement is based on:
  - Age
  - Previous experience and current skill level
  - Coach recommendation
  - Space and coach availability in the class.

- The coaching team may recommend movement between classes where:
  - The gymnast is ready to progress to a higher level (e.g. Rec to Dev, Dev to Comp)
  - A different group would better suit the gymnast's age, maturity or learning needs
  - Class sizes need to be balanced for safety and quality.
- Placement and progression decisions are made by the coaching team. The club will consult with families where possible but **safety and appropriate progression** remain the primary considerations.
- Full class requirements are available in section 1.4.

### 3.5 Priority rules and waitlists

- **Priority enrolment** will generally be given in the following order:
  - 1st: Existing members re-enrolling into the same or next-level class
  - 2<sup>nd</sup>: New members on the waitlist (in order of date added and suitability for the class).
- If a class is full:
  - Families may add their child to a **waitlist** for that class or program
  - The club will contact families when a place becomes available
  - Waitlisting does not guarantee a place in the class.
- The club may hold an **early re-enrolment period** for current members before opening remaining places to the public.

### 3.6 Membership period and renewal

- The membership period is **one calendar year** (or other defined period set by the club).
- At the start of each **term**, families will be asked to:
  - Confirm or update contact and medical details
  - Confirm class enrolments for upcoming term
  - Pay annual membership fees (once) and applicable term fees (each term).
- The club will communicate **re-enrolment timelines** and due dates. Failure to re-enrol or respond by the stated deadline may result in the gymnast's place being offered to another family.

### **3.7 Attendance expectations**

- Regular attendance is important for:
  - Safety and skill progression
  - Team consistency in Development and Competitive squads
  - Fairness to other families on waitlists
- Families are expected to:
  - Arrive on time for each class
  - Notify the club as early as possible if a gymnast will be absent (via email)
- For Competitive and Development squads, attendance is required at all times except for illness (with a medical certificate), family holidays, or school events. This is a condition of ongoing squad placement and competition eligibility.
- Fees are based on your child's position in the class, not on attendance.
- Payment is required regardless of whether your child attends. Exceptions apply for:
  - Extended family holidays (notified in advance)
  - Injury or illness (with a medical certificate)
- Credits will only be provided if a medical certificate is supplied.
- Make-up lessons are available if your child misses a class. Coaches must be notified in advance if you wish to attend a make-up lesson.

### **3.8 Changes to enrolment**

- Families may request changes to classes (day/time/level) by:
  - Contacting the club via email.
- Changes are subject to:
  - Space in the requested class
  - Coach assessment that the class is appropriate for the gymnast.
- The club may initiate changes to classes (time, coach, or level) due to:
  - Coach availability Class size and
  - safety considerations Program
  - restructuring.

- Where the club makes changes, families will be:
  - Given reasonable notice where possible
  - Offered alternative class options if available.

## 3.9 Suspension, withdrawal, and termination of membership

### 3.9.1 Voluntary withdrawal

- Families who wish to **withdraw** from classes must:
  - Notify the club in writing via email. Comply with any notice periods
  - set out in the **Fees and Payments Policy** (2 weeks).
- Any refunds or credits will be managed according to the **Fees and Payments Policy**.

### 3.9.2 Termination by the club

- The club may suspend or terminate a membership where:
  - Fees remain unpaid after reasonable reminders and attempts to resolve
  - Serious or repeated breaches of club policies or codes of conduct occur
  - Behaviour from the gymnast or family significantly impacts safety, staff, or other members.
- Any suspension or termination will follow the club's **Behaviour and Discipline** and **Complaints** procedures, including:
  - Providing notice of concerns
  - Offering an opportunity to respond where appropriate
  - Communicating the final decision in writing.

## 3.10 Data accuracy and privacy

- Families are responsible for:
  - Ensuring that contact details, emergency contacts, and medical information are accurate and current
  - Informing the club promptly of any changes.

- Membership and enrolment information will be handled in line with the club's **Privacy and Media Policy**, including:
  - Secure storage of personal information
  - Limited access to authorised staff and volunteers only
  - Appropriate retention and disposal of records.

### 3.11 Review

- This Membership and Enrolment Policy will be reviewed at least annually or sooner if:
  - Club systems or enrolment processes change
  - Relevant laws, insurance requirements, or governing body policies change
  - Feedback or incidents highlight the need for updates.
- Any changes will be approved by the **Management Committee** and communicated to members through the club's usual communication channels.

A young girl with blonde hair, wearing a blue and black leotard with a sequined design on the shoulder, is performing a balance beam routine. She is in mid-air, having just jumped or landed, with one leg extended back and arms raised. The background shows a gymnasium with a high ceiling and metal beams.

04

## Fees and Payments

## 4.1 Purpose and scope

This policy explains how fees are set, invoiced, and paid, and how the club manages overdue accounts, refunds, discounts, public holidays, and cancelled classes. It applies to all gymnasts and families in all programs.

## 4.2 Types of fees

The club may charge the following fees:

- **Annual membership**

- Paid once per calendar year per gymnast.
- Covers administration, insurance and governing body registration.

- **Term class fees**

- Charged per term for regular weekly classes.
- Based on the gymnast's place in a class, not on attendance at individual sessions.

- **Squad / Competition levies**

- Additional charges for Development and Competitive squads to cover extra training time, choreography, competition entry fees, coach travel and associated costs.

- **Event fees**

- For holiday programs, clinics, in-house competitions, displays or special events.

- **Uniform and merchandise**

- Leotards, uniforms, training gear and merchandise are charged separately.

A current schedule of fees is maintained in the club's **price list** and may be updated from time to time.

## 4.3 Setting and reviewing fees

- Fees are set by the **Management Committee** taking into account:

- Facility costs (rent, utilities, maintenance)
- Coaching and staffing costs
- Equipment
- and insurance
- Competition and program
- costs.

- The club aims to:
  - Keep fees as affordable as possible while remaining financially sustainable
  - Provide transparent information about what fees cover.
- Fees are usually reviewed **annually**, or more often if significant cost changes occur. Any changes will be communicated to families in advance.

## 4.4 Invoicing and due dates

- **Membership / registration fees**
  - Invoiced on enrolment.
  - Due by the date stated on the invoice (usually 2 weeks)
- **Term fees**
  - Invoiced before or at the start of each term.
  - Payment due by **Week 2 of term** (or 2 weeks after enrolment).
- **Event and competition fees**
  - Invoiced separately with specific due dates communicated for each event.

Failure to pay by the due date may affect the gymnast's ability to participate in classes or events (see section 4.7).

## 4.5 Payment methods

The club accepts the following payment methods:

- **Online payments** through the club's management system **Bank**
- **transfer** to the club's nominated account (details provided on invoices)

Families are responsible for:

- Using the correct **reference** on payments so they can be matched to their account
- Notifying the club promptly if there are any issues with making payment.

## 4.6 Payment plans and financial hardship

- The club recognises that some families may experience financial difficulty.
- Families who are unable to pay fees by the due date should:
  - Contact the club **before** the due date to discuss options
  - Request a **payment plan** or other arrangement in writing (email).
- The club may, at its discretion:
  - Approve a payment plan with agreed amounts and dates
  - Offer temporary fee adjustments or extensions Refer
  - families to external support where appropriate.
- All hardship discussions will be treated sensitively and confidentially.

## 4.7 Overdue accounts

- Fees that are not paid by the due date and do not have an approved payment plan in place will be treated as **overdue**.
- The club will:
  - Send at least one reminder notice
  - Offer the opportunity to set up a payment plan if needed.
- If fees remain unpaid after reminders and reasonable attempts to resolve:
  - The gymnast's place in a class may be **suspended** until payment or a plan is arranged
  - The gymnast may not be able to enter competitions or events
  - Outstanding fees may be referred to the Management Committee for further action.
- Persistent non-payment may lead to **termination of membership** in line with the Membership and Enrolment Policy.

### 4.7.1 Debt collection

- If fees remain unpaid after reminders and reasonable attempts to arrange payment or a payment plan, the account may be referred to a debt collection agency or other external recovery process.

- Families will be notified in writing before referral to debt collection.
- Where permitted by law, any reasonable costs incurred by the club in recovering overdue fees (including agency fees and legal costs) may be added to the family's account.
- Suspension or termination of membership for non-payment may still occur even where a debt is referred for external collection.

## 4.8 Refunds, credits, and make-up classes

### 4.8.1 General rule

- Fees are charged for your child's **place in the class**, not for individual sessions.
- As a general rule, fees are **not refundable** if a gymnast misses a class due to personal circumstances.

### 4.8.2 Absences

- No refunds or automatic credits are provided for:
  - Occasional absences Change of mind
  - part-way through a term.
- At the club's discretion, **make-up classes** may be offered where:
  - There is space in an appropriate class The absence
  - was notified in advance where possible.
- Make-up classes:
  - Are **not guaranteed** Must be taken within the same term (unless
  - otherwise approved) Cannot be carried forward to future terms or
  - converted to credits.

### 4.8.3 Extended illness or injury

- If a gymnast is unable to train for an extended period due to illness or injury:
  - Families should notify the club as soon as possible
  - A **medical certificate** will be required.
- The club may, at its discretion:
  - Provide a **pro-rata credit** towards future fees

#### 4.8.4 Withdrawal from classes

- If a family wishes to withdraw from classes during a term:
  - At least **2 weeks' written notice** (email) is required. Fees will
    - normally be payable up to the end of the notice period.
- Refunds for the remainder of the term will **not** usually be provided unless:
  - There are exceptional circumstances.

#### 4.9 Public holidays and club-cancelled classes

- **Public holidays**
  - Regular classes will not run on declared public holidays. Term fees
    - are set taking public holidays into account. No additional refunds
    - or credits are normally provided for public holidays.
- **Club-cancelled classes**
  - If the club cancels a class (for example, due to coach illness with no replacement, facility issues, or extreme weather events), families will be offered **one** of:
    - A **make-up class** at another time, or
    - A **credit** applied to the next invoice if a make-up class is not reasonably available.
  - The club will communicate cancellations and arrangements for make-up or credit as soon as practicable.

#### 4.10 Discounts

The club offers the following discounts:

- **Multi Class Discount (per gymnast)**
  - 2nd weekly class: **10% discount** on each class fee
  - 3rd weekly class: **15% discount** on each class fee
  - 4th and subsequent weekly classes: **20% discount** on each additional class fee

Additional notes:

- Discounts apply to **class fees only**, not to annual membership, competition levies, uniforms, or events (unless specifically stated).
- Discounts cannot be combined in a way that reduces a class fee below zero and may be reviewed annually.

## 4.11 Competition and event fees

- Competition and event fees are usually **non-refundable** once entries are submitted and paid to organisers, except where:
  - The event is cancelled by the organiser, or
  - A refund is provided to the club by the organiser.
- In cases of late withdrawal due to illness or injury:
  - Families should notify the club as soon as possible
  - A medical certificate may be requested
  - Any partial refunds or credits will depend on what is returned to the club by the event organiser and on unrecoverable costs (e.g. choreography, coach expenses).

## 4.12 Communication and review

- Fee schedules and any changes to this policy will be communicated to families via:
  - Email
  - Website or management system
  - Notices in the gym where appropriate.
- This Fees and Payments Policy will be reviewed at least **annually**, or sooner if:
  - Significant cost changes occur
  - Feedback or issues indicate a need for revision.
- Changes will be approved by the **Management Committee**.



05

# Health, Safety, and Risk Management

## 5.1 Purpose and scope

This policy sets out how the club manages health, safety, and risk for gymnasts, families, staff, volunteers, and visitors. It applies to all activities that take place at the club venue and at off-site events such as competitions, displays, and holiday programs.

## 5.2 Duty of care

- The club has a **duty of care** to provide a safe environment, safe equipment, and safe systems of work.
- Coaches and staff are expected to:
  - Take reasonable steps to prevent foreseeable harm
  - Follow club procedures and governing body guidelines
  - Act promptly if they identify a hazard or incident.
- Parents and gymnasts share responsibility for safety by:
  - Following staff instructions
  - Using equipment only when instructed and supervised
  - Reporting hazards, injuries, or concerns to staff as soon as possible.

## 5.3 Supervision and ratios

- Gymnasts must be **actively supervised** by a coach at all times while on equipment or in the gym floor area.
- Recommended supervision guidelines:
  - KinderGym and younger beginners: 1 coach to 8 gymnasts, with parent/carer involvement as required
  - Recreational gymnastics: ratios that allow safe spotting and adequate control of the group 1 coach to 8 gymnasts
  - Development and Competitive squads: ratios that support more complex skills and safe use of equipment 1 coach to 6 gymnasts

- Ratios may vary depending on:
  - Age and experience of the group
  - Type of activity (for example, basic shapes vs advanced tumbling)
  - Layout and number of coaches available.
- Children must **not** be on equipment without a coach's permission, and must wait in the designated waiting area before and after class.

## 5.4 Facility safety checks and maintenance

- The club will maintain the facility and equipment in a condition that is as safe as reasonably practicable.
- Regular safety checks will include:
  - Visual inspection of floors, mats, apparatus, and walkways before classes
  - Checking for trip hazards, sharp edges, loose bolts, or damaged equipment
  - Ensuring exits, fire equipment, and first aid supplies are accessible.
- If equipment is damaged or unsafe:
  - It must be **taken out of use immediately** and clearly marked or removed
  - The issue must be reported to the Head Coach for repair or replacement.
- Maintenance and repairs will be recorded where appropriate.

## 5.5 Emergency procedures

The club will maintain and communicate procedures for emergencies, including:

- **Fire and evacuation**
  - Clear evacuation routes and assembly points:
    - Exit through the roller doors or office and meet at the assembly point in front of the mailbox.
  - Regular reminders to staff and, where appropriate, to gymnasts about what to do in an emergency

- **Lockdown or security incidents**
  - Procedures for securing the building and moving gymnasts to a safe area
    - Coaches should close and lock all roller doors and entry doors, then move children to a hidden corner of the room or, if possible, into the upstairs office.
  - Guidance on communication with families if a lockdown occurs.
- In an emergency, coaches and staff are expected to:
  - Follow the relevant emergency procedure
  - Prioritise the safety and orderly movement of children
  - Contact emergency services where required
  - Inform parents and carers as soon as practicable.

## 5.6 Severe weather or environmental hazards

The club may need to modify or cancel classes when severe weather or environmental conditions make it unsafe to train or travel. Decisions will always prioritise the safety of gymnasts, families, and staff.

### 5.6.1 Extreme heat

- Classes may be **modified or cancelled** if the temperature inside the facility reaches **35°C or above**, or earlier if conditions are unsafe (for example, high humidity or poor air flow).
- The decision will consider:
  - Indoor temperature readings taken inside the gym
  - Humidity and "feels like" conditions
  - Ability to ventilate the space (fans, roller doors, air flow)
  - Age, health, and vulnerability of participants (especially KinderGym and young children).
- Where conditions are hot but training can continue safely, coaches may:
  - Shorten sessions or reduce the intensity of activities
  - Increase the number of drink breaks and rest periods
  - Avoid high-intensity tumbling, vaulting, and high-risk skills
  - Focus on basics, shapes, strength, flexibility, and low-impact activities.

- If it is not safe to continue, classes will be cancelled and managed as **club-cancelled classes** under section 4.9.

## 5.6.2 Storms, heavy rain, and flooding

- Classes may be **modified or cancelled** in the event of:
  - Severe thunderstorms, lightning, or damaging wind Heavy
  - rain that creates **unsafe driving conditions**
  - Flooding that affects access to the venue or car park
  - Water entering the building or affecting electrical safety.
- If a storm develops during classes:
  - Coaches may stop higher-risk activities (for example, high bar, vault, advanced tumbling)
  - Gymnasts will be moved away from roller doors, large windows, or any known leak areas
  - Training may continue with safer, low-risk activities if it is safe to do so.
- If flooding or water ingress makes any area unsafe:
  - Activities will stop immediately in the affected area
  - Equipment may be moved or taken out of use
  - Classes may be cancelled and the venue evacuated if needed.
- Families should **use their own judgement** about local road conditions and notify the club if they decide it is not safe to attend, even when the club remains open.

## 5.6.3 Smoke, air quality, and bushfire risk

- The club will take into account bushfire alerts and **air quality/smoke warnings** issued for the local area.
- Classes may be modified or cancelled when:
  - There is heavy smoke or poor air quality that may affect breathing, especially for children and those with asthma or respiratory conditions
  - Authorities advise limiting outdoor activity or travel in the area
  - There is a bushfire risk that could reasonably affect access to or safety at the venue.

- Where air quality is poor but training can proceed with care, the club may:
  - Reduce intensity and duration of activities
  - Prioritise low-impact, indoor-only work
  - Make additional adjustments for gymnasts with known respiratory conditions.
- Families must inform the club of any respiratory conditions and ensure **asthma action plans or similar** are up to date (see Section 5.8).

#### 5.6.4 High winds, power outages, and building safety

- In periods of **high wind** or severe weather, the club will:
  - Monitor the safety of roller doors, roof areas, and surrounding trees or structures
  - Limit opening of large doors if wind creates a safety risk
  - Move gymnasts away from doors and windows if there is a risk of debris.
- If the club experiences a **power outage**:
  - Activities will pause while coaches assess whether lighting and safety systems are sufficient
  - High-risk activities will not continue without adequate lighting and supervision
  - Classes may be cancelled and families asked to collect gymnasts if conditions are not safe to continue.

#### 5.6.5 Public health emergencies and environmental alerts

- In the event of a **public health emergency** or wider environmental alert (for example, pandemic restrictions or public health orders), the club will:
  - Follow current government and public health advice
  - Implement measures such as reduced class sizes, extra cleaning, limits on spectators, or temporary suspension of classes where required
  - Communicate clearly with families about any changes to training, fees, or access to the venue.
- Additional hygiene and illness rules in Section 5.11 will also apply.

## 5.6.6 Communication and responsibilities

- The club will:
  - Provide updates about cancellations or changes as soon as practicable via email, app notifications, and/or social media
  - Aim to give advance notice where possible when severe conditions are forecast, noting that conditions can change quickly.
- Families are responsible for:
  - Checking communication channels before leaving home when severe weather is forecast
  - Using their judgement about safe travel based on local conditions
  - Informing the club if they choose not to attend due to safety concerns.

## 5.7 First aid and incident reporting

- The club will ensure that **first aid kits** are:
  - Stocked and accessible Checked regularly
  - and restocked as needed.
- A coach or staff member with current **first aid and CPR training** will be present during all classes.
- In the event of an injury or illness during training:
  - First aid will be provided within the coach's level of training
  - Parents/carers will be notified of any significant injury or concern
  - Emergency services will be called for serious or life-threatening incidents.
- The club will keep **incident reports** for all injuries.
- Incident records will be reviewed at least annually to identify patterns and improve safety.

## 5.8 Medical conditions and medications

- Families must provide accurate and up-to-date information about:
  - Medical conditions (e.g. asthma, allergies, epilepsy, diabetes)
  - Anaphylaxis and the need for EpiPens or other emergency medication
  - Any other condition that may affect participation.
- Where relevant, families should provide an **action plan** (for example, an asthma or anaphylaxis plan) and discuss it with the coach or designated staff member. Medication:
  - - The club does not generally administer routine medication unless agreed in writing
    - Emergency medication (e.g. EpiPen, asthma reliever) should be clearly labelled and readily accessible during training
      - Any use of emergency medication will be recorded and parents notified
        - immediately.

## 5.9 Head injuries and concussion

- Any blow to the head, neck, or body that may cause concussion will be taken seriously.
- If concussion is suspected:
  - The gymnast will be removed from training immediately
  - Parents/carers will be contacted as soon as possible
  - Medical assessment will be recommended.
- The gymnast may only return to training when they have been **cleared by a medical professional** and the club's return-to-training process has been followed.

## 5.10 Return to training after injury or illness

- After a significant injury or illness, the club may require:
  - A **medical clearance** or letter from a health professional Guidance
  - on any temporary restrictions or modifications needed.

- Coaches will:
  - Adjust activities to support a safe return (for example, limiting impact or load)
  - Progress the gymnast gradually back to normal training.
- Families must inform coaches of any ongoing pain, limitations, or concerns.

## 5.11 Hygiene and illness

- To reduce the spread of illness:
  - Children and staff who are unwell (for example, with fever, vomiting, diarrhoea, or contagious infections) should **not attend** training
  - Hands should be washed or sanitised on entry and after using the bathroom
  - Shared equipment (for example, hand apparatus) will be cleaned regularly.
- The club may introduce additional hygiene measures (such as extra cleaning or limits on spectators) in response to public health advice.

## 5.12 Review

- Health, safety, and risk management practices will be reviewed at least **annually** or sooner if:
  - There is a serious incident or near miss
  - Laws, regulations, or governing body guidelines change
  - Facility changes or new equipment are introduced.
- Changes to this policy will be approved by the **Management Committee** and communicated to staff, gymnasts, and families.



06

# Child Safety and Safeguarding

## 6.1 Purpose and commitment

- The club is **committed to child safety** and to creating an environment where all children and young people feel safe, respected, and included.
- Child safety is everyone's responsibility. This policy applies to:
  - Committee members
  - Coaches and other staff
  - Volunteers
  - Contractors
  - Gymnasts and their families.
- The club will act in the **best interests of the child** at all times and will respond promptly to any concerns about safety, abuse, neglect, or misconduct.

## 6.2 Guiding principles

- Children and young people:
  - Have the right to feel and be safe Have the right to be
  - listened to and taken seriously Should be treated with
  - dignity and respect at all times.
- The club will:
  - Promote a culture of openness, inclusion, and empowerment
  - Take all reasonable steps to prevent abuse, grooming, bullying, and neglect
  - Support anyone who raises concerns in good faith.

## 6.3 Definitions (plain language)

For the purpose of this policy:

- **Child:** Any person under 18 years of age.
- **Abuse:** Any action (or failure to act) that harms a child. This can be physical, sexual, emotional/psychological, or neglect.
- **Neglect:** Failing to meet a child's basic needs, such as food, clothing, supervision, safety, or medical care.
- **Grooming:** Behaviour by an adult (or older child) aimed at building a relationship with a child, their family, or community to facilitate sexual abuse (for example, special favours, gifts, secret contact, isolating the child).

- **Bullying:** Repeated and unreasonable behaviour directed at a child that creates a risk to health, safety, or wellbeing. This can be physical, verbal, social, or online.

Any behaviour that may be abusive, neglectful, grooming, or bullying is **not acceptable** at the club.

## 6.4 Code of conduct for adults working with children

All adults in child-related roles (coaches, volunteers, committee, contractors)

must:

- Treat all children and families with respect, regardless of age, ability, background, or beliefs
- Use positive, age-appropriate language and behaviour
- Maintain appropriate **professional boundaries** at all times
- Only use physical contact that is reasonable and necessary for teaching skills or ensuring safety
- Avoid unnecessary one-on-one situations where they cannot be observed by others
- Follow all club policies, including those on child safety, complaints, and behaviour.

Adults **must not:**

- Hit, push, shout at, or humiliate a child
- Use sexually explicit or suggestive language, jokes, or behaviour
- Develop secret or exclusive relationships with a child
- Give gifts, money, or special favours to a child that could create a sense of obligation or secrecy
- Communicate with children on personal social media or messaging apps in a way that is not transparent to parents or the club
- Be under the influence of alcohol or drugs while responsible for children.

Breaches of this code will be taken seriously and may lead to disciplinary action, including removal from roles and reporting to external authorities.

## 6.5 Appropriate physical contact and spotting

- Physical contact is sometimes necessary in gymnastics and cheerleading for:
  - Supporting and spotting skills
  - Preventing falls or injuries
  - Guiding body positions.

- Any physical contact must be:
  - **For safety or skill-based reasons only**
  - Explained to the gymnast where possible (for example, "I'm going to support your back so you don't fall.")
  - The minimum contact needed and for the shortest time required
  - Avoiding contact with breasts, buttocks, or groin areas where possible.
- Gymnasts have the right to:
  - Tell a coach if they feel uncomfortable
  - Ask for a different way of being supported.
- Coaches must respect a child's request to stop or change how they are spotted, while still managing safety.

## 6.6 One-on-one contact, change rooms, and privacy

- One-on-one situations between an adult and a child should be **avoided** wherever possible.
- If one-on-one contact cannot be avoided (for example, an individual feedback conversation):
  - It should occur in an **open, visible area** (not in a closed office or isolated space)
  - Other staff or parents should be nearby and aware.
- Change rooms and bathrooms:
  - Are for children's use; adults should only enter when necessary for supervision, safety, or cleaning
  - Adults are not be alone in change rooms with a child
  - Mobile phones or devices must **not** be used to take photos or videos in change rooms or bathrooms.
- Gymnasts' privacy should be respected when changing clothes or using bathrooms.

## 6.7 Supervision before and after class; drop-off and pick-up

- The club is responsible for children **during scheduled class times** when they are signed in and in the care of coaches.
- Before class:

- Children should arrive no more than a short time before their class
- They must wait in the **designated waiting area** until their coach calls them onto the floor
- Children must not play on equipment before class starts.
- After class:
  - Gymnasts will be returned to the waiting area or designated pick-up point
  - Younger gymnasts should be collected by a parent or authorised adult.
- Parents/carers are responsible for supervision **outside** scheduled class times (for example, if arriving very early or staying late to talk).
- If a parent is late for pick-up without prior notification:
  - Staff will stay with the child inside the venue in a visible area
  - Staff will attempt to contact parents via phone, text, or email
  - If no contact can be made after 15 minutes, staff will contact the emergency contact listed on the child's enrolment form
  - Repeated late pick-up may be addressed with the family by the club management.

## 6.8 Child participation and voice

- The club encourages children to:
  - Speak up if they feel unsafe, worried, or uncomfortable
  - Give feedback about their experiences at the club.
- Coaches will:
  - Listen to children respectfully Take concerns seriously Reassure
  - children that it is always okay to tell a trusted adult if
    - something does not feel right.

## 6.9 Responding to child safety concerns and reports

- Concerns about child safety may come from:
  - A child or young person A parent or
  - family member A coach, staff member,
  - or volunteer
  - Another child or member of the public.

- Concerns may relate to:
  - Something that has happened at the club
  - Something a child discloses about home, school, or another setting
  - Behaviour by an adult or older child that appears unsafe, grooming, or abusive.

When a concern is raised:

#### **1. Listen and support**

- Stay calm and listen without judgement
- Reassure the child that they have done the right thing by telling someone
- Avoid making promises you cannot keep (for example, do not promise absolute confidentiality).

#### **2. Record**

- Write down what was said or observed as soon as possible, using the child's own words where you can
- Note the date, time, people involved, and any actions taken.

#### **3. Report internally**

- Report the concern promptly to the **designated Child Safety Officer**.

#### **4. Report externally if required**

- The club will follow legal and regulatory requirements for reporting to:
  - Child protection authorities
  - Police (especially where there is an immediate risk or an allegation of a criminal offence)
  - Gymnastics Australia / Gymnastics Queensland where required.
- No one will be disadvantaged for making a report or raising a concern in good faith.

### **6.10 Record-keeping and confidentiality**

- Records of child safety concerns, disclosures, and reports will be:
  - Stored securely with restricted access Kept for the period required by law and governing body requirements.

- Information will only be shared with those who **need to know** in order to:
  - Respond to the concern Meet
  - legal reporting obligations
  - Support the child and family.

## 6.11 Training and awareness

- The club will provide information and, where possible, training on child safety and safeguarding for:
  - Coaches and staff Volunteers in
  - child-related roles Committee
  - members.
- Training may include:
  - Recognising signs of abuse, neglect, or grooming
  - How to respond to disclosures
  - Club policies and reporting pathways.

## 6.12 Review

- This Child Safety and Safeguarding Policy will be reviewed at least **every year**, or sooner if:
  - Laws or child safety standards change
  - Gymnastics Australia or Gymnastics Queensland update their requirements
  - Incidents or feedback highlight the need for improvements.
- Any changes will be approved by the **Management Committee** and communicated to staff, gymnasts, and families.

07

# Codes of Conduct



## 7.1 Purpose

These codes of conduct set clear expectations for behaviour by gymnasts, parents and carers, coaches, staff, and volunteers. They support the club's mission, values, and child safety commitments.

Breaches of these codes may result in follow-up under the club's **Attendance, Behaviour, and Discipline** and **Child Safety** policies.

## 7.2 Gymnasts' Code of Conduct

Gymnasts are expected to:

- **Respect themselves and others**
  - Treat coaches, other gymnasts, volunteers, and families with kindness and respect
  - Use polite language and avoid swearing, insults, or teasing.
- **Try their best**
  - Attend regularly and arrive on time, ready to learn
  - Listen to instructions and give their best effort in training and performances.
- **Follow safety rules**
  - Use equipment only when and how the coach says it is safe to do so
  - Never attempt skills or stunts without permission and supervision
  - Keep hands and feet to themselves; no pushing, tripping, or rough play.
- **Look after the club environment**
  - Help keep the gym tidy and look after equipment
  - Use change rooms, bathrooms, and waiting areas respectfully.
- **Be a good teammate**
  - Encourage others and celebrate their progress
  - Include others and avoid bullying, gossip, or exclusion.

Gymnasts must **not**:

- Bully, threaten, or deliberately hurt anyone (physically or emotionally)
- Use phones or devices on the floor unless a coach has given permission
- Bring drugs, alcohol, vapes, or weapons to the club or events.

## 7.3 Parents and Carers' Code of Conduct

Parents and carers are partners in creating a positive club environment. They are expected to:

- **Support their child's participation**

- Ensure their child arrives on time and is collected promptly after class
- Make sure their child is appropriately dressed and prepared for training
- Inform coaches about relevant medical or wellbeing issues.

- **Communicate respectfully**

- Speak to coaches and staff in a calm and respectful way, even when raising concerns
- Use appropriate channels (for example, email or requested meeting times) for discussing issues, not during busy class changeovers
- Avoid discussing other children, families, or staff in a negative way.

- **Model positive behaviour**

- Encourage effort, improvement, and enjoyment rather than just results
- Avoid coaching from the sidelines or interfering with training sessions
- Support club policies and decisions, even when they may not align with personal preferences.

- **Respect safety and boundaries**

- Stay in designated spectator areas and keep siblings off equipment
- Follow instructions from staff during emergencies or evacuations
- Respect privacy in change rooms and bathrooms; no photos or videos in these areas.

Parents and carers must **not**:

- Harass, abuse, or intimidate coaches, staff, volunteers, or other families (in person or online)
- Use social media to criticise or undermine the club, staff, or children
- Arrive at the club under the influence of drugs or alcohol in a way that affects safety or behaviour.

## 7.4 Coaches and Staff Code of Conduct

Coaches and staff must uphold high standards of professionalism and child safety. They are expected to:

- **Prioritise safety and wellbeing**

- Plan and deliver sessions that are appropriate for the age and level of the group
- Follow health and safety, child safety, and emergency procedures
- Act promptly to address unsafe behaviour or conditions.

- **Act professionally**

- Arrive on time, prepared, and appropriately dressed Use positive, constructive coaching methods Maintain appropriate professional boundaries with all gymnasts and families.

- **Treat everyone fairly and respectfully**

- Value and respect all children, families, and colleagues
- Avoid favouritism, discrimination, or unfair treatment
- Listen to feedback and respond appropriately.

- **Follow child safety and safeguarding rules**

- Comply with the Child Safety and Safeguarding Policy and all mandatory reporting laws
- Avoid one-on-one situations where they cannot be observed
- Use physical contact only when necessary for safety or skill development and in line with spotting guidelines
- Report concerns or disclosures about child safety promptly.

- **Maintain qualifications and clearances**

- Hold required coaching accreditations and keep them current
- Maintain a valid Blue Card / Working With Children Check
- Participate in training and updates as requested by the club.

Coaches and staff must **not**:

- Engage in any form of abuse, bullying, harassment, or grooming
- Develop relationships with gymnasts that are secretive, exclusive, or of a personal/romantic nature
- Use alcohol or drugs in a way that affects their ability to perform their role safely.

## 7.5 Volunteers' Code of Conduct

Volunteers (including committee members, event helpers, and other support roles) are expected to:

- **Act in the best interests of the club and its members**
  - Support the club's mission, values, and policies. Declare any conflicts of interest and follow committee guidance.
- **Follow instructions and boundaries**
  - Work within the role and responsibilities they have been given
  - Follow directions from coaches or staff in relation to safety and operations
  - Respect confidentiality of information they may see or hear in their role.
- **Support child safety and positive behaviour**
  - Comply with child safety and safeguarding policies
  - Treat all children and families respectfully
  - Report any concerns about safety or conduct to the appropriate person.

Volunteers must **not**:

- Take on coaching or supervisory roles they are not qualified or authorised to perform
- Use their position to gain personal benefit at the expense of the club or its members
- Engage in any behaviour that would breach the adult Code of Conduct or
- Child Safety Policy.

## 7.6 Breaches of codes of conduct

- Concerns about possible breaches can be raised by gymnasts, parents, staff, or volunteers.
- The club will:
  - Consider concerns in a timely and fair manner
  - Take appropriate action which may include education, warnings, changes to roles, or disciplinary action
  - Report to external authorities where required (for example, in relation to child safety, discrimination, or violence).
- Serious or repeated breaches may result in:
  - Removal from classes or programs
  - Suspension or termination of membership
  - Ending employment or volunteer roles, in line with club procedures.



# 08

# Attendance, Behaviour, and Discipline

## 8.1 Purpose

This policy explains the club's expectations for attendance and behaviour, and how we respond when behaviour affects safety or the learning environment. It should be read together with the **Codes of Conduct** and **Child Safety** policies.

## 8.2 Attendance and roll-marking

- **Rolls are marked** for every class for safety, attendance tracking, and competition eligibility.
- Gymnasts are expected to:
  - Arrive on time, ready to start at the scheduled class time
  - Sign in (or be signed in by a parent) as required by club procedures.
- Parents and carers should:
  - Notify the club as early as possible if a gymnast will be absent
  - Inform the club of planned extended absences (for example, holidays or school camps).
- For Development and Competitive squads, attendance is monitored more closely. Ongoing low attendance may affect:
  - Progression to higher levels
  - Selection and eligibility for competitions, events and class placement.

## 8.3 Lateness and early departure

- Occasional lateness may happen. When it does:
  - Gymnasts should join in quietly and follow coach instructions for warm-up
  - Parents should avoid interrupting the class to explain; a brief note or email is preferred.
- Regular lateness or early departure can disrupt the class and affect safety. Coaches or the club may:
  - Discuss patterns of lateness with families
  - Agree on strategies to improve punctuality
  - Consider whether a different class time is more suitable.

## 8.4 Behaviour expectations

- All gymnasts must behave in a way that is **safe, respectful, and consistent** with the Codes of Conduct.
- Unacceptable behaviours include, but are not limited to:
  - Ignoring safety instructions or using equipment without permission
  - Disruptive behaviour that stops others from learning
  - Swearing, name-calling, or teasing
  - Any form of bullying, intimidation, or deliberate exclusion
  - Damage to equipment or property (deliberate or reckless).

## 8.5 Managing disruptive behaviour - step-by-step

Coaches will aim to manage behaviour in a fair and age-appropriate way, using the following general steps:

### 1. Reminder

- A clear, calm reminder of the rule and what behaviour is expected.

### 2. Warning

- If behaviour continues, a specific warning is given (for example, "If this continues, you will need to sit out for a short time.").

### 3. Short time-out or removal from activity

- The gymnast may be asked to sit out briefly in a safe area to calm down and think about their choices
- The coach will invite the gymnast back when they are ready to follow instructions.

### 4. Parent/carer conversation

- If behaviour is repeated or more serious, the coach or a senior staff member will speak with the parent/carer after class or contact them by phone or email
- A simple plan may be agreed to support improved behaviour.

### 5. Formal follow-up

- For ongoing or serious behaviour issues, the matter may be referred to the Head Coach or Management Committee for further action under this policy.

## 8.6 Bullying and harassment

- Bullying and harassment are **not tolerated** at the club.
- Bullying may include:
  - Repeated teasing, name-calling, or put-downs Deliberate
  - exclusion from groups or activities
  - Spreading rumours or gossip
  - Physical intimidation or threats
  - Online behaviour (messages, posts, images) that targets a child involved with the club.
- If bullying is reported or suspected, the club will:
  - Listen to the child or person raising the concern
  - Gather information from those involved, in a fair and confidential way
  - Take steps to stop the behaviour, support those affected, and monitor the situation.
- Serious bullying, threats, or harassment may be treated as a **serious behaviour issue** and can lead to suspension or termination of membership.

## 8.7 Immediate safety concerns

- If behaviour places anyone at immediate risk (for example, violence, threats, serious unsafe use of equipment):
  - Coaches may remove the gymnast from the activity straight away
  - Parents/carers will be contacted as soon as practical
  - The gymnast may be sent home for the remainder of the session or day.
- Very serious incidents may be referred to:
  - Police or emergency services
  - Child protection or other relevant authorities
  - Gymnastics governing bodies, as required.

## 8.8 Grounds for suspension or termination of membership

The club may, after appropriate consideration, **suspend or terminate** a gymnast's membership where, for example:

- There are serious or repeated breaches of:
  - The Codes of Conduct
  - Child Safety and Safeguarding Policy
  - Health and Safety rules.
  - Any aspect of the policy
- Behaviour from a gymnast or family:
  - Puts others at risk of harm
  - Seriously disrupts classes, events, or competitions
  - Damages the reputation or operations of the club.
- Fees remain unpaid and reasonable attempts to resolve the matter have not been successful (see Fees and Payments Policy).

Decisions about suspension or termination will:

- Be made by, or in consultation with, the **Management Committee** or delegated senior staff
- Consider the age and understanding of the child, the impact on others, and any relevant circumstances
- Be communicated in writing to the family.

## 8.9 Appeals and review

- Families who disagree with a decision about behaviour-related suspension or termination may:
  - Request clarification and a meeting to discuss the reasons for the decision
  - Ask for the decision to be **reviewed by the Management Committee** (or a person not directly involved in the original decision, where possible).
- The club will consider appeals in good faith and respond within a reasonable timeframe.

## 8.10 Review

- This Attendance, Behaviour, and Discipline Policy will be reviewed at least **every year**, or sooner if:
  - There are significant behaviour-related incidents
  - Feedback from families or staff suggests changes are needed
  - Governing body guidance or legal requirements change.
- Any changes will be approved by the **Management Committee** and communicated to gymnasts, families, and staff.



# 09

# Program Delivery and Coaching Standards

## 9.1 Purpose

This section sets expectations for how programs are planned and delivered, and the standards coaches are expected to meet to provide safe, high-quality training for all gymnasts.

## 9.2 Coaching qualifications and supervision

- All classes led by coaches who:
  - Hold appropriate **Gymnastics Australia (GA)** or relevant sport-specific accreditation for the level and discipline they are coaching
  - Hold a current **Blue Card / Working With Children Check**
  - Have up-to-date **first aid and CPR** training where possible.
- Assistant coaches and junior coaches:
  - Work under the supervision of a qualified lead coach
  - Are given responsibilities appropriate to their training and experience
  - Are supported with mentoring and feedback.

## 9.3 Planning and progression

- Coaches will plan sessions that:
  - Match the age, level, and goals of the class. Include warm-up, skill development, strength/conditioning, and cool-down as appropriate
  - Use progressions to build skills safely over time.
- Progression between levels (for example, Rec □ Dev □ Comp □ Stars) will consider:
  - Skill readiness (can the gymnast consistently perform key skills safely?)
  - Strength, flexibility, and body control
  - Attendance and effort in training
  - Readiness for the increased commitment of higher levels.
- The club uses **criteria for each level and tests children each term to ensure safe progressions.**

## 9.4 Skill progression and safety (including flipping)

- New skills, especially **flips, saltos, and tumbling**, must only be introduced when:
  - The gymnast has mastered the required pre-requisite shapes and basics
  - The coach believes the gymnast can attempt the skill safely with appropriate support.
- Pre-requisites may include (examples only):
  - Strong core and body tension
  - Safe landings and falls
  - Competent basic tumbling (for example, round-off, handstand shapes) before flipping.
- Safety measures may include:
  - Use of higher mats, or additional spotting
  - Step-by-step drills before full skills Clear rules about when a
  - gymnast may or may not attempt a skill independently.

## 9.5 Spotting and safety equipment

- Spotting is used to **teach correct technique and reduce the risk of injury**, not to perform skills for the gymnast.
- Coaches will:
  - Use spotting consistent with child safety and physical contact guidelines
  - Adjust or remove spotting as the gymnast gains confidence and control
  - Stop or modify an activity if they believe it is becoming unsafe.
- Safety equipment (for example, mats, blocks, wedges, belts where used) must be:
  - Set up correctly and checked before use
  - Used for their intended purpose
  - Removed from use if damaged.

## 9.6 Ratios and class management

- The club aims to follow the ratio guidelines in **Health, Safety, and Risk Management** ☐Section 5☐.
- Coaches are expected to:
  - Position themselves where they can see the whole group
  - Manage groupings and rotations to minimise waiting and crowding around equipment
  - Adapt activities if the group size or mix changes (for example, combining stations, increasing supervision at higher-risk apparatus).

## 9.7 Review

- Program delivery and coaching standards will be reviewed at least annually by the **Head Coach and Management Committee**, including:
  - Feedback from gymnasts and families
  - Changes to GA or governing body requirements
  - Learnings from incidents or competition experiences.
- Updates to coaching standards will be communicated to coaches and, where relevant, to gymnasts and families.

# 10 Competition and Events



## 10.1 Purpose

This section explains how the club manages competitions and events, including eligibility, selection, expectations, and fees.

## 10.2 Types of events

The club may participate in or run:

- **Internal events** - displays, end-of-term showcases, testing days, in-house competitions
- **External competitions** - local, regional, state or invitational events for appropriate levels and programs
- **Camps, clinics, and workshops** - skill development or team-building
- activities.

Details for each event (dates, location, costs, requirements) will be provided in event-specific information.

## 10.3 Eligibility to compete

To be eligible for competition, gymnasts are generally expected to:

- Be **financially up to date**, with all relevant fees and levies paid or a payment plan in place
- Meet **attendance expectations**, especially in the lead-up to competitions
- Be training in a level and program appropriate for the event
- Demonstrate the required skills and routines safely and with reasonable consistency
- Follow the Codes of Conduct and behaviour expectations.

The final decision about competition entry rests with the coaching team, in consultation with the Head Coach.

## 10.4 Selection for squads and teams

Selection for Development, Competitive, or event-specific teams will consider:

- Skill level and readiness for the level or division Coachability, focus,
- and effort in training
- Attendance and reliability
- Ability to work as part of a team (where relevant)
- Long-term potential and pathways, not just current performance.

Selection decisions will be explained to families where needed, recognising that not all gymnasts will be ready for every event or level at the same time.

## 10.5 Training expectations in competition season

- In competition periods, gymnasts are expected to:
  - Attend all scheduled training sessions where possible Let coaches
  - know in advance about unavoidable absences
  - Focus on routines, performance quality, and competition readiness.
- Additional training sessions, run-throughs, or dress rehearsals may be scheduled and will be communicated in advance.

## 10.6 Uniform and appearance standards

- The club will specify required uniforms for competitions and events, which includes:
  - Competition leotards or uniforms
  - Tracksuits or warm-up gear
  - Hair neatly tied back in high bun
  - No jewellery (only studs acceptable)
- Uniform standards are set to:
  - Promote safety (for example, no loose items that could catch)
  - Present a positive and consistent club image
  - Align with event or governing body rules.

- The club may request changes (for example, removing jewellery, adjusting hair) if safety or rules require it.

## 10.7 Travel, supervision, and safety at events

- For **local events**, parents and carers are usually responsible for:
  - Transporting their child to and from the venue
  - Supervising their child before and after official warm-up and competition times (unless otherwise advised).
- For **away events** or longer-distance travel, the club will provide specific information on:
  - Transport arrangements
  - Accommodation (if applicable)
  - Supervision responsibilities and ratios
  - Meeting points and sign-in/out procedures.
- At all events, gymnasts remain under the care of the club's coaches during official warm-up and competition times and must follow their instructions.

## 10.8 Parent roles and behaviour at competitions

Parents and carers are expected to:

- Support gymnasts with encouragement and positive behaviour
- Respect competition officials, judges, and staff
- Avoid coaching from the stands or
- Arguing with judges or officials
- Use phones and cameras only where allowed and in line with event and club photo policies.

Any concerns about scores, judging, or event organisation must be raised **through the coach or club**, not directly with officials in a confrontational way.

## 10.9 Behaviour expectations at external venues

- Gymnasts and families represent the club whenever they attend an external venue.
- All club policies, Codes of Conduct, and child safety expectations apply at competitions and events.

- Gymnasts and families must follow:
  - Venue rules and staff instructions
  - Event-specific codes of behaviour.

Poor behaviour at external venues may result in:

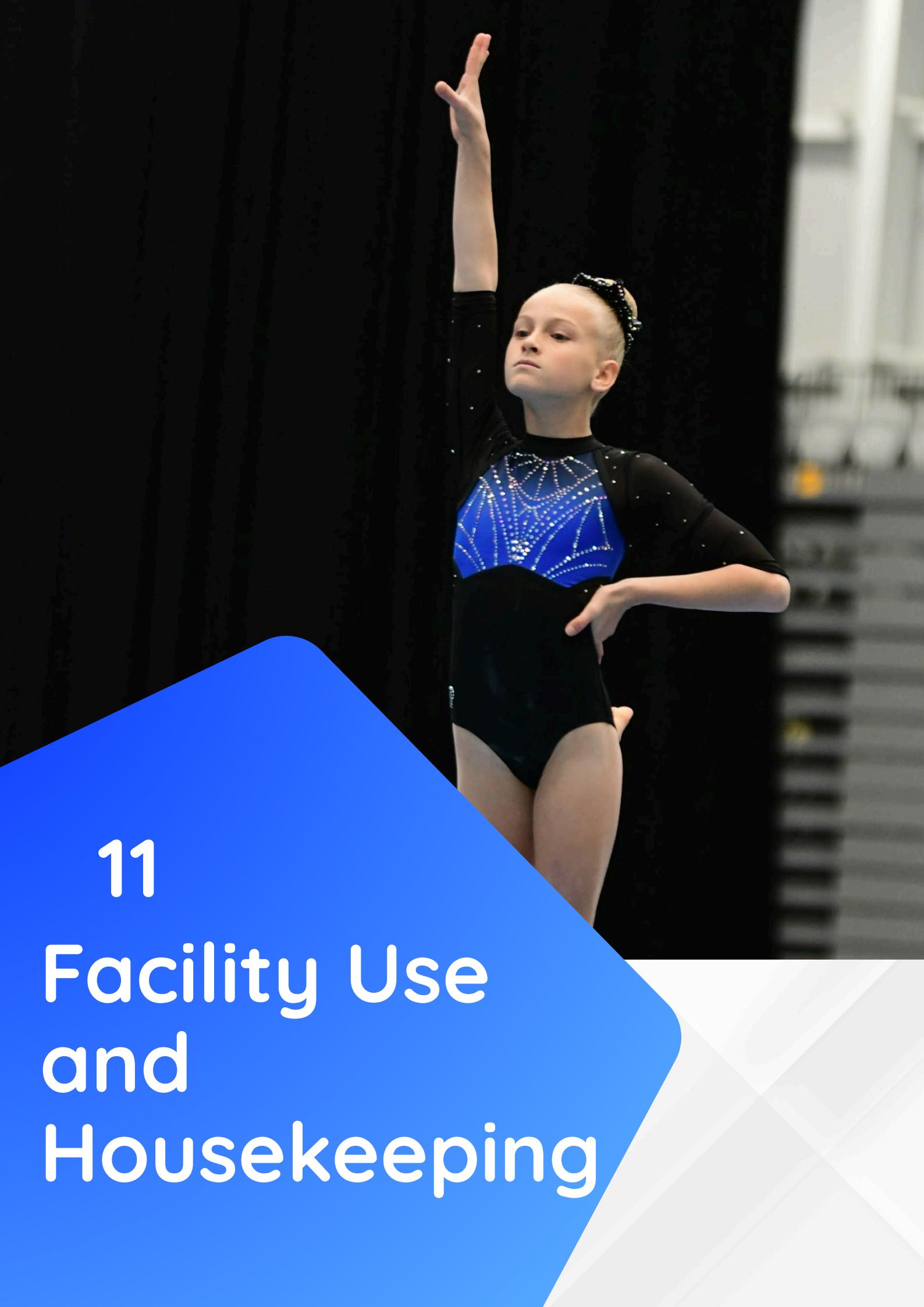
- Removal from the event
- Review of future competition eligibility
- Further action under the Attendance, Behaviour, and Discipline Policy.

## 10.10 Competition fees and withdrawals

- Competition and event fees usually cover:
  - Event entry fees charged by organisers
  - Club administration time
  - Coach time.
- Fees will be communicated in advance, with a due date for payment.
- Once entries are submitted and paid to organisers, **fees are generally non-refundable**, except where:
  - The event is cancelled by the organiser, and a refund is issued to the club
  - There are exceptional circumstances (for example, serious illness or injury) and some costs can be recovered.
- Late withdrawals:
  - Must be communicated to the club as soon as possible
  - Will still incur full fees, based on the event provider's rules and unrecoverable costs.

## 10.11 Review

- Competition and event practices will be reviewed at least annually, considering:
  - Feedback from gymnasts, families, and coaches
  - Changes to competition rules or governing body requirements
  - Learnings from each season.
- Any significant changes to competition expectations or processes will be communicated to affected families in a timely manner.



11

# Facility Use and Housekeeping

## 11.1 Arrival and waiting areas

- Gymnasts and families must use the **designated waiting area** before and after class.
- Children must not:
  - Play on equipment before or after class
  - Run in car parks, corridors, or waiting areas.
- Prams, bags, and personal items should be kept clear of doorways and walkways.

## 11.2 Change rooms and bathrooms

- Change rooms and bathrooms are shared spaces and must be used respectfully.
- Gymnasts and families must:
  - Keep these areas tidy and take personal belongings home
  - Respect others' privacy (no phones or cameras).
- Adults should use designated adult bathrooms where available.

## 11.3 Food, drink, and allergy awareness

- Only **water** is allowed on the gym floor. Food should be eaten in the waiting or designated snack areas, not on equipment or mats.
- Families must inform the club of any **allergies** or dietary requirements that may affect safety (for example, severe nut allergies).

## 11.4 Lost property

- Lost property will be kept in a designated area for a limited time.
- Items not claimed by the end of each term may be donated. Families are encouraged to **label** clothing, drink bottles, and bags with the child's name.

## **11.5 Cleaning standards and responsibilities**

- The club is responsible for:
  - Regular cleaning of floors, bathrooms, and high-touch surfaces
  - Maintaining a tidy and safe training environment.
- Gymnasts and families are expected to:
  - Put rubbish in bins provided
  - Return equipment (for example, small items, blocks) to designated storage areas when asked
  - Report spills or hazards to staff promptly.

## **11.6 Review**

- Facility use and housekeeping practices will be reviewed as needed, particularly if safety issues or repeated concerns arise.



12

# Communication and Complaints

## 12.1 Communication channels

The club's main communication channels are:

- **Email** - primary method for official notices, policy updates, and important information
- **Friendly Manager app / online system** - class information, schedules, and notifications (where used)
- **Website and social media** - general updates, reminders, and celebrations
- **Notices in the gym** - for key reminders and event information.
- 

Families are responsible for:

- Keeping contact details up to date
- Checking emails and app notices regularly.

## 12.2 Response time expectations

- The club will aim to respond to routine enquiries within **3-5 business days**.
- Complex issues (for example, complaints or detailed queries) may take longer; the club will acknowledge receipt and give an indication of next steps.

## 12.3 Schedule changes and cancellations

- Changes to timetables, class times, or coaches will be communicated via:
  - Email and/or app notification Notices in
  - the gym where appropriate.
- In urgent situations (for example, same-day cancellations), the club will use the fastest available method, such as:
  - Email/app alert
  - Social media or SMS where available.

## 12.4 Complaints and feedback process

The club welcomes feedback and aims to resolve concerns fairly and promptly.

### 1. Informal discussion

- Where possible, raise minor concerns directly with the relevant coach or staff member at a suitable time.

### 2. Formal complaint

- If the issue is more serious, or cannot be resolved informally, families may:
  - Email the club or designated contact (for example, Admin or President)
  - Provide details of the concern, including dates, people involved, and any steps already taken.

### 3. Review and response

- The club will:
  - Acknowledge the complaint
  - Gather information from those involved
  - Consider relevant policies and requirements
  - Provide a response and, where appropriate, outline any actions to be taken.

### 4. Further review

- If the complainant is not satisfied with the outcome, they may ask for the matter to be reviewed by the **Management Committee** or a delegated person.

## 12.5 Confidentiality and non-retaliation

- Complaints and feedback will be managed as confidentially as practical.
- Information will only be shared with those who need to know in order to respond.
- The club does **not tolerate retaliation** against anyone who raises a concern or complaint in good faith.



# 13 Privacy and Media

## 13.1 Personal information we collect

The club collects personal information such as:

- Contact details for gymnasts and parents/carers Date of
- birth and emergency contact details Medical information
- relevant to participation and safety
- Attendance, class, and competition records
- Payment and account records.

This information is collected to:

- Provide safe and appropriate programs
- Communicate with families
- Meet legal, insurance, and governing body requirements.

## 13.2 Storage, access, and retention

- Records may be stored in paper form and/or in secure digital systems.
- Access is limited to authorised staff, volunteers, and committee members who need the information for their role.
- Records are kept for the period required by law or governing body requirements, then securely destroyed.

## 13.3 Photo and video consent

- As part of enrolment, families are asked to provide **photo and media consent** preferences.
- The club may use photos or videos of gymnasts for:
  - Club promotions (for example, social media, website, flyers)
  - Displays, end-of-year presentations, or training purposes.
- The club will respect families' stated preferences and will do its best to:
  - Exclude children from media where consent has not been given
  - Remove images from club channels upon reasonable request.

## 13.4 Parents filming/photographing in the gym

- To protect privacy and safety:
  - Parents/carers should only photograph or film **their own child** where practical
  - Filming of entire classes or other children should be avoided unless prior permission has been granted (for example, at a display with clear guidance).
- No photography or filming is permitted in **bathrooms or change rooms**.

## 13.5 CCTV

- CCTV is used at the venue, it is primarily for **security and safety**. Footage is
- stored securely and accessed only by authorised persons or as required by law.

## 13.6 Review

- Privacy and media practices will be reviewed at least annually, and updated to reflect legal requirements and best practice.

14

# Financial Management and Fundraising (High-Level)



## 14.1 Purpose

This section outlines high-level expectations for how club funds and fundraising activities are managed.

## 14.2 Handling of cash and payments

- Wherever possible, payments should be made **electronically**.
- When cash is collected (for example, at events or canteens):
  - At least **two people** should be involved in counting
  - Amounts should be recorded and banked promptly into the club account
  - Cash should not be kept at home for extended periods.

## 14.3 Purchases and reimbursements

- Purchases on behalf of the club must be **authorised** in advance by the appropriate person (for example, Treasurer, President, or Committee resolution).
- Reimbursements will be made where:
  - Prior approval was obtained
  - Original receipts or valid proof of purchase are provided.

## 14.4 Fundraising activities

- Fundraising must:
  - Be approved by the **Management Committee** Align
  - with the club's values and legal requirements
  - Clearly communicate how funds raised will be used.
- Money raised through fundraising must be:
  - Counted and recorded as per cash-handling rules
  - Deposited into the club bank account as soon as practical.

## 14.5 Conflicts of interest

- Committee members and volunteers involved in financial decisions must:
  - Declare any potential conflict of interest (for example, if a family business is supplying goods or services)
  - Not participate in decisions where they stand to gain personally, unless the committee agrees this is appropriate and records the decision.

## 14.6 Review

- Financial management practices are subject to review by the **Management Committee** and, where applicable, audits or external reporting requirements.



# 15 Staffing, Volunteers, and HR Basics

## 15.1 Recruitment and screening

- The club aims to recruit staff and volunteers who are suitable for working with children and in a team environment.
- Recruitment and screening may include:
  - Application and interview
  - Reference checks
  - Verification of coaching qualifications where relevant
  - Confirming a current **Blue Card / Working With Children Check**.

## 15.2 Induction and onboarding

- New staff and volunteers will receive an **induction** covering:
  - Key club policies (child safety, health and safety, codes of conduct)
  - Role responsibilities and supervision arrangements Reporting lines
  - and communication channels.

## 15.3 Supervision, support, and performance

- Staff and volunteers will be:
  - Supported and supervised by senior coaches or committee members
  - Given feedback and guidance to help them perform their roles well.
- Concerns about performance or conduct will be addressed fairly and in line with relevant policies.

## 15.4 Staff and volunteer grievances

- Staff and volunteers who have concerns about their work environment, treatment, or club decisions may:
  - Raise the issue directly with their supervisor or Head Coach, or
  - Contact a committee member (for example, President or Secretary).
- Grievances will be:

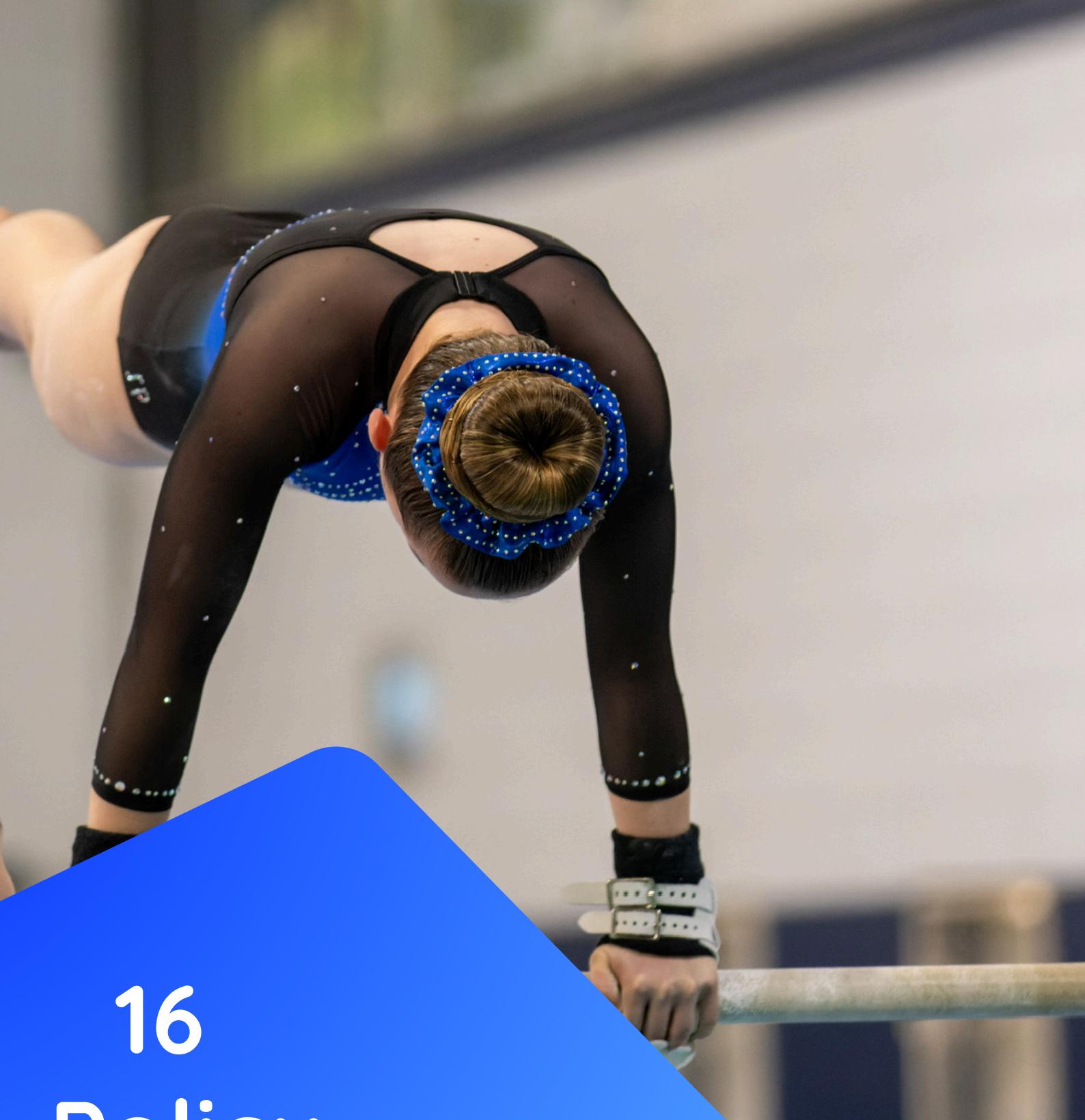
- Taken seriously
  - Considered in a timely and respectful manner
  - Managed as confidentially as practical.

## 15.5 Exit process

- When staff or volunteers leave the club, an **exit process** will ensure that:
  - Keys, access cards, and club property are returned
  - Access to systems and data is removed Where
  - appropriate, a brief handover occurs.

## 15.6 Review

- Staffing and volunteer practices will be reviewed at least annually to ensure they support a safe, positive, and effective club environment.



# 16

# Policy

# Administration

## 16.1 Purpose

This section explains how club policies are approved, stored, and kept up to date.

## 16.2 Approval and responsibility

- Policies are approved by the **Management Committee**.
- The committee may delegate drafting or review tasks to staff or sub-committees, but remains responsible for final approval.

## 16.3 Storage and access

- Current policies will be stored in a central, accessible location (for example, the club's Notion workspace, website, or shared drive).
- Staff, volunteers, and families will be told where they can access these policies.

## 16.4 Version control and review dates

- Each policy should clearly state:
  - The **date approved / last updated** The **next**
  - **review date** (or review frequency).
- Out-of-date policies will be updated or removed once new versions are approved.

## 16.5 Communication of changes

- When key policies are created or updated, the club will:
  - Inform staff and volunteers (for example, via email, meetings, or training sessions)
  - Notify families of significant changes, especially those that affect membership, safety, or fees.

## 16.6 Acknowledgement

- The club may ask staff, volunteers, and parents/carers to **acknowledge** that they have read and understood key policies (for example, via enrolment forms, sign-off sheets, or online check-boxes).

## 16.7 Review

- This Policy and Procedures document is a living document. It will be reviewed at least annually to ensure it remains accurate, practical, and aligned with legal and governing body requirements.