

# Melbourne Gymnastics Centre

## General Information Handbook 2024

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### Contents

About Melbourne Gymnastics Centre .....	3
Our Team .....	3
Mission, Vision, Values .....	3
Coach training program .....	4
Code of conducts .....	4
Gymnasts (adapted from Gymnastics Australia) .....	4
Coaches (Adapted from play by the rules) .....	4
Parents.....	5
Programs, Athlete Pathway .....	6
Kindergym.....	6
Recreational classes.....	6
Gymstar Competitive.....	7
Australian Levels Program MAG & WAG .....	7
Holiday program .....	7
Birthday parties .....	7
Testing, Rewards, End of the year .....	7
Talent Identification .....	8
Bookings .....	8
Trial class .....	8
Casual Options.....	8
Makeup classes.....	9
Enrolling.....	9
Anaphylaxis, allergies .....	9
Payment methods .....	10
Annual membership and insurance.....	10
Discounts.....	11
Policies .....	11
Training attire .....	11
Gym Safety.....	11
Bathroom policy .....	12
Mobile phones.....	12
Training when unwell or injured.....	12
Child Safety .....	12
Member protection .....	13
Accident management.....	13
First Aid.....	13
Heat Policy .....	14

Discipline policy.....	14
Cancellations .....	15
Refunds and credits.....	15
Late Pick up .....	15
Emergency & Evacuation Procedures .....	16
Covid Safety Policy & Procedures.....	16
Communication with Parents, Students and/or Guardians .....	16
Grievance/Feedback Policy .....	16
Observing your child in class/watching classes .....	17
Volunteering for events, training or use as demonstrators .....	18
Marketing Policy.....	18
Social Media Policy.....	18
Photo & Video Policy.....	19
Website Terms of Use .....	19
Privacy Policy.....	19

## About Melbourne Gymnastics Centre

Melbourne Gymnastics Centre (MGC) is a newly branded gymnastics business that has 20 years of gymnastic management and coaching experience. We value ourselves as all round gymnastic providers offering classes for a vast age group of people, babies to adults! MGC is a Gymnastics Victoria affiliated Company and offers locations for men's & women's artistic Gymnastics ages 4months to adults. MGC is a privately-owned business run by a very strong and passionate management team who care about all programs that we offer. MGC currently manages 2 venues, Windsor (Punt Rd) and State Gymnastics Centre (SGC).

### 1. **Melbourne Gymnastics Centre Windsor**

74 Punt Road, Windsor 3181

The gym entrance is located between Union & Henry Street on Punt Road, Windsor.

Drop off and pickup requested, there is a small waiting area in the foyer which we recommend only for new students use. Parents are not recommended stay/spectate during class due to limited space and are not allowed in the gym area for classes other than 1–4-year-old Kinder gym sessions. No Parking available onsite. Street parking only in Henry Street, Union Street or Punt Road when not a clearway.

### 2. **State Gymnastics Centre SGC**

State Gymnastics Centre WAG Gym Level 3

41 Green Street, Windsor 3181

Entrance to the centre is via the sliding secure doors at 41 Green Street.

## Our Team

We always strive to maintain continuity in coaches for your child and are confident in the abilities of all our staff. Coaches are qualified gymnastics coaches with Gymnastics Australia and attend regular in house and external training sessions to retain their qualifications. All staff have a current Working with Children's Check and First Aid qualification.

Due to the nature of the industry, we operate in, some of our coaches are performers, or in the entertainment/sporting industry and there are often changes to our roster with coaches changing availability or operational requirements. If you are particular about you or your child's coach, please enquire when re-enrolling.

## Mission, Vision, Values

Melbourne Gymnastics Centre has outlined the following Mission, Vision & Values which underpin and reflect the behaviours essential to the relationship between all stakeholders of the Company.

### Our Mission

To nurture and enable all people to move to their greatest capacity. Empower – Educate – Enrich

### Our Vision

To provide relevant and sustainable gymnastics within a progressive culture. To support lives in and beyond the gym.

### The Values

- Building community through teamwork
- Delivering quality programs
- Experiencing joy through movement
- Striving for personal excellence

## Coach training program

Every coach regardless of level must have a documented lesson plan for each class, which is appropriate for the level of athlete they are coaching. Coaches in high level programs participate in monthly and quarterly lesson planning and team meetings to facilitate the best program for higher level athletes. The ongoing professional development of coaches and underpinning company values ensure we reach a coach and students personal excellence and produce a quality program. We regularly monitor and evaluate our programs so that every participant will be able to experience joy through movement and enable all people to move to their greatest capacity.

We offer a junior coaching program and mentoring for our own gymnasts who demonstrate skills beyond the gym class in behaviour, working with younger children, working well under pressure, and working well in a team. From the age of 11-14 we offer volunteer based coaching programs in which we guide these young coaches through the fundamentals of a gymnastics class with the prospect to employ them as a beginner coach when they turn 15 years of age.

## Code of conducts

### Gymnasts (adapted from Gymnastics Australia)

- Respect the rights, dignity and worth of fellow gymnasts, coaches, officials, and spectators
- Do not tolerate acts of aggression
- Respect the talent, potential and development of fellow gymnasts and competitors
- Care for and respect the equipment provided to you as part of your program
- Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements
- At all times avoid intimate relationships with your coach
- Conduct yourself in a professional manner relating to language, temper, and punctuality
- Always maintain high personal behaviour standards
- Abide by the rules and respect the decision of the official, making all appeals through the formal process and respecting the final decision
- Be honest in your attitude and preparation to training. Work equally hard for yourself and your team
- Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level

### Coaches (Adapted from play by the rules)

#### **Safety and Health of Participants**

- Place the safety and welfare of the participants above all else
- Be aware of and support the sport's injury management plans and return to play guidelines

#### **Coaching excellence**

- Help each person (athlete, official, etc) to reach their potential. Respect the talent, developmental stage and goals of each person and encourage them with positive and constructive feedback
- Encourage and support opportunities for people to learn appropriate behaviours and skills
- Support opportunities for participation in all aspects of the sport
- Treat each participant as an individual
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of participants

#### **Honour the sport**

- Act within the rules and spirit of your sport

- Promote fair play over winning at any cost
- Respect the decisions of officials, coaches, and administrators
- Show respect and courtesy to all involved with the sport
- Display responsible behaviour in relation to alcohol and other drugs

#### **Integrity**

- Act with integrity and objectivity and accept responsibility for your decisions and actions
- Ensure your decisions and actions contribute to a harassment-free environment
- Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance exists) with people under the age of 18
- Ensure that any physical contact with another person is appropriate to the situation and necessary for the person's skill development
- Be honest and do not allow your qualifications or coaching experience to be misrepresented
- Never advocate or condone the use of illicit drugs or other banned performance enhancing substances or methods
- Never participate in or advocate practices that involve match fixing

#### **Respect**

- Respect the rights and worth of every person, regardless of their age, race, gender, ability, cultural background, sexuality, or religion
- Do not tolerate abusive, bullying, or threatening behaviour

## Parents

Included is a code of behaviour for parents by the Australian Sports Commission.

Parents code of behaviour - Australian sports commission

- Remember that your child participates in sport for their enjoyment, not yours
- Encourage your child to participate, do not force them
- Focus on your child's efforts and performance, rather than winning or losing
- Encourage your child always to play by the rules and to settle disagreements without resorting to hostility or violence
- Never ridicule or yell at your child for making a mistake or losing a competition
- Remember that all children learn best by example. Your child will notice that you appreciate good performances and skilful plays by all participants
- Support all efforts to remove verbal and physical abuse from sporting activities
- Respect the coaches and officials' decisions and teach your child to do the same
- Show appreciation for coaches, officials and administrators as your child could not participate without them
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion

## Programs, Athlete Pathway

Melbourne Gymnastics Centre is delighted to offer gymnastics programs for all ages. Starting with our Kindergym right through to our competitive programs, it is our aim to share the joy of movement through gymnastics to everyone.

We offer both recreational and competitive programs, and pride ourselves in providing a friendly, safe, and inviting environment that empowers our athletes to achieve their full potential in any program they are involved in. Classes operate year-round and are automatically closed for 4 weeks over the summer and any Victorian public holidays.

MGC competitive programs are invitational only.

### Kindergym

The Kinder Gym is a program which incorporates learning basic gymnastic shapes and skills, through play. The qualified gymnastic coaches who will lead your session are completely aware that every child develops differently and therefore will vary and cater the program for each individual child's ability and age.

**45-minute class, Baby Gym:** Great opportunity for babies to develop their physical and cognitive skills at their own rate. Sharing these experiences can also help to develop the communication and feelings of safety between the caregiver and baby. Earlier gym experience is not required.

**45-minute class, 1-3 years:** Encourages play/exploration where the child guides a parent through the circuit.

**45-minute class, 3-5 years:** Involves more structured play, incorporating a weekly star skill and group time and more complex skills and activities. Parents are involved in a supervisory role.

**1-hour Pre Rec class, 4-5 years:** Begin to perfect gymnastic skills using a smaller and a more intricate circuit format and focusing on three apparatus each week. Incorporates a star skill each week where the child receives a sticker to collect and add to their sticker skill sheet certificate. In preparation for school, group games are used to warm-up and parents are not involved but are welcome to watch.

#### Policy for Kinder Gym classes

- Students must check in at the computer with the coach
- Parent participation/assistance is required through ENTIRE duration of the class (not for 4-5yo class)
- Parent/caregiver not allowed to assist during 4-5yo class
- Siblings in KG classes that are not booked in must sit on the side and parent must provide something for them to do while the class is running. They are not covered by our insurance if they are not booked in the class

### Recreational classes

MGC have produced a carefully planned exciting level system that takes male and female gymnasts through their progressions to learn the core skills of gymnastics ranging from a forward roll to a handstand, cartwheel, and front sault. The children complete their levels by learning several drills, progressions and skills on each apparatus and then combining them together to form a routine. We try to have the children sorted into the most appropriate group suited to their level. We also try to accommodate for friendships in the groups and all classes are unisex.

**Foundations, Rec levels 0-3 (1-hour class):** Suitable for beginner level gymnasts aged 4.5-7.5yo attending structured care, kindergarten, or school. Children are divided into colour groups by their age and skill level.

**Development, Rec levels 4-6 (1.5-hour class):** Suitable for intermediate level gymnasts aged 7.5-9.5yo. Children are divided into colour groups by their age and skill level.

**Advanced, Rec levels 7-9 (2-hour class):** Suitable for advanced level gymnasts aged 9.5-13yo.

**Gym4Me** is a GV initiative program specifically designed for teenagers 13+ to engage them in the sport of gymnastics. Whatever your goals for participation may be... learning a new skill, stress-relief or spending more time with friends – Gym4Me will cater for you. Working closely with our experienced coaches to develop a customised gymnastics experience using our awesome equipment – trampolines, foam pits, bars, beams and more! Gym4Me is participant-led, Inclusive of all abilities, Social, Non-competitive, and Fun!

## Gymstar Competitive

Gymstar provides gymnastic competitions that are enjoyable for gymnasts, coaches, judges, and spectators. The programs' main objective is for all participants to enjoy the experience of participating to their full potential. Awards are considered secondary with the primary objective to do your best. Gymstar provides the opportunity for participants to compete in a fun and fair environment with the emphasis on execution of skills rather than difficulty. Gymstar fits under the GFA banner of Gymnastics Victoria and is not intended to replace or compete against alternate GV (Gymnastics Victoria) or GA (Gymnastics Australia) programs such as the ALP or 'old' state program. Students wishing to join this class will be assessed for their suitability and skill level.

## Australian Levels Program MAG & WAG

This program is used Australia-wide giving states the opportunity to compete against other clubs in a more competitive environment. Invitation only, class and competitions are not optional, and training is more than 2 hours per week. ALP students/families are provided with an additional information handbook which is available on the website and provided to families upon enrolment into the program.

## Holiday program

A great way to spend 3 hours during the school break for 5 to 12 year olds! Children are divided into age/skill-based groups to learn how to tumble, flip, swing and balance or build on existing gym skills. A variety of different games and activities are offered each day utilizing all the gymnastic apparatus including trampoline, bars, rings, beams, and floor activities. Members discount for recreational holiday program 20%.

## Birthday parties

MGC's Windsor location operate Gymnastics Birthday Parties on Saturdays and Sundays. A fun way to spend a birthday party – we recommend ages 4-10 as best suited. Parties run for 1.5 hours with approximately 1 hour of Gymnastics and 25 minutes food time with 5 minutes for the presentation at the end. Families are allowed access to the centre for 15 minutes prior to your party starting and 15 minutes afterwards for pack-up/clean-up. Members discount \$25 off the base rate.

## Testing, Rewards, End of the year

For the Recreational program, coaches will test students to assess their progress throughout the year. Display Week is end of term 4 parents are advised prior to the week via email. Parents are invited to watch students show their skills on the equipment on the day of their regular class. Students will be given a Skills Sheet Certificate at the end of their Display class, containing information on their skills and level

assessment. Passing a foundations level (1 hour class, 0-3 levels) normally takes 2 terms to complete, while development levels (1.5-hour class, levels 4-6) normally take 1 year to complete.

Students are rewarded with a medal at the end of year during display. Kindergym students are encouraged with stickers and sparkles at the conclusion of classes. At a coach's discretion they may encourage with a reward of sticker or a small gift for a good participation, effort, and behaviour in a low gymstar or pre-squad class.

#### Moving Levels:

MGC administration team will contact you if your child should move from Foundation levels to Development level or from Development level to Advanced. At this stage you'll be informed fees and available timeslots. A place is held in your current level and the level advised by MGC administration team until we have received confirmation from you. Between school terms MGC might rearrange coloured groups so that athletes working on same skill level are in same colour group.

## Talent Identification

We conduct talent identification throughout the entire year in all our programs. Our competitive coaching team are involved with and coach recreational classes in addition to competitive and are often on the lookout for natural talent. If your child is selected, you will be emailed an invitation to attend a 1-hour session at one of our locations. These sessions are held each term and optional for you to attend. From there our coaches will trial the students and recommend a different pathway or for you to remain in your current class. Families are under no obligation to move classes and take on a squad offer, however they opportunity is there should they wish.

## Bookings

### Trial class

Students new to MGC are eligible for a trial in their chosen class, subject to availability. Trial bookings can be made at any time subject to availability. Trial classes for children's recreational classes are \$20 per child, with the place being held for 2 business days after trial, awaiting the outcome of the trial, otherwise space in trialled class will be forfeited.

### Casual Options

The casual option is a good choice for customers planning to attend on an irregular basis in the Kindergym classes. Membership is more cost effective over 10+ weeks however Kindergym families are welcome to remain casual customers should their circumstances mean the membership structure does not suit them. Casual classes can be booked in 1 week in advance, we highly recommend securing your minimum one day in advance

- Higher per class rate (see pricing)
- Higher rate on future programs and products including Holiday Program
- Can only book for 1 week in advance. Students who book term or ongoing classes get preference for class availability.



## Makeup classes

Make Up classes offered for Kindergym and Recreational classes must be taken within 3 months of the missed class.

- Only 4 make-up classes available per child per year
- Must be taken in the same class (age/level group) on allocated times
- Cannot be used during usual class time, must be an alternative day/time
- Must be booked in advance with the administration team, walk ins not allowed
- No make-ups are permitted for competitive classes including; ALP Pre Squad, ALP All Levels & Gymstar All Levels
- Classes missed for medical reasons (medical certificate must be provided) which are unable to be made up during the same term may be offered a credit or refund (see refund policy).

**\*\*Competitive Classes: Makeup/Missed Class Policy: Sickness/Injury/Absences:** There is no fee adjustment for injury, illness, or any other reason. No refund or discount on fees is given for gymnasts away on trips and tours. Coaches can provide 'homework' for students to continue training on conditioning in their own time.

## Enrolling

- Bookings are not secured until payment is made. Bookings will not be held awaiting payment except in the instance of payment via direct transfer, where bookings will be held for 48 hours until payment is received to the companies' bank account.
- Enrolment is ongoing and will not be cancelled unless given two weeks cancellation notice. Classes operate year-round and are automatically closed for 4 weeks over the summer and any Victorian public holidays
- Payments made via Mind Body Online will be processed by Ezidebit and will be detailed on your bank or credit card statement as such.
- You may be turned away should you arrive for class without having made a valid booking. Walk-ins (i.e., not booked in advance) will be required to pay prior to child entering the class or turned away if the class is full
- Bookings cannot be made on behalf of a friend (i.e., listing the friend's child under your own family) bookings must be made with the parent or legal guardian's full details available and paid for upfront
- Payments received via other methods than listed on this document are not secure and may not be accepted
- MGC reserves the right to ask parents to stop attending classes and remove a child's booking, refunding your fees, if we feel that parents' behaviour in classes is:
  - Endangering children's safety
  - Making it hard for our coaches to run a successful program (i.e., parents talking amongst themselves instead and not supervising their children)
  - Impacting negatively on other families' participation
- MGC reserves the right to cancel child's booking if:
  - Payments are not made
  - Account balance is negative
  - No payment plan made with the administration team

## Anaphylaxis, allergies

When working with children, allergies and asthma is a high priority and we ask for your cooperation in ensuring the safety of all children.

We ask all parents to:

- Call the office to update your child's record with any relevant medical information as needed
- Ensure your child has washed their hands after eating before entering the gym space

We ask parents with children with asthma or allergies to:

- Provide an Action Plan to the Centre you attend
- Contact us so we can update our records and alert our coaches to your child's medical needs
- If you bring an Epi pen or Asthma Puffer, give it to your coach when signing in so they can access it easily if required
- Please ensure if your child is consuming nuts in the gym in a safe manner. Ensure they are individually packaged and are consumed by your child only. Snacks or food are not to be shared between children at any time

## Payment methods

You agree to the following terms and conditions by enrolling at Melbourne Gymnastics Centre:

### DIRECT DEBIT - Fortnightly

- All tuition fees will be charged to your credit or debit card via a direct debit payment each fortnight third party Ezidebit. If you attend multiple classes, you will have multiple direct debits each fortnight
- The first payment will be processed on the first week of classes of the year
- Annual registration fees are paid on your first direct debit cycle in addition to a fortnight's worth of fees. In the beginning of each calendar year the annual registration fee will automatically be charged on 1<sup>st</sup> week of January.
- Should a payment be declined, you will be notified immediately via email, and it will attempt to charge for up to 5 consecutive days. Please ensure the funds are available, each attempt will incur a fee should it decline
- Any fee associated with a declined payment will be added to your monthly payment
- Reminders will not be sent; you can request a statement of transactions or login to your MBO profile to have access to your record
- Victorian public holidays are not charged for (Except competitive athletes attending Nationals informed separately)
- Any classes cancelled for any reason by MGC will not be charged for

### PAYING FOR 6 MONTHS IN ADVANCE

- You can pay your total annual fees up front. You will not receive a discount upfront payment; we offer this option purely for families/students who do not wish to use direct debit
- 6 months (24 weeks) of class fee's + annual membership must be received in full prior to attending class
- You can pay in cash, credit card or via bank transfer
- Payment for 6 months of class is for 24 weeks of consecutive classes. Should you cancel the remaining amount you have paid in advance will be held as a credit in your account for future use. No refunds will be provided
- Victorian public holidays are not charged for (Except competitive athletes attending Nationals informed separately)
- Any classes cancelled for any reason by MGC will not be charged for

## Annual membership and insurance

Every student is required to pay an annual membership which covers personal injury insurance, membership as a gymnast with Gymnastics Australia, membership with Melbourne Gymnastics Centre and an equipment levy. This membership is from payment in term you commence classes (pro rata, please see our pricing for current membership fees) and is valid until 31<sup>st</sup> December each year. The personal injury insurance remains in your or your child's name and can be transferred to another club if they move within the calendar year.

## Discounts

### Multiple Child Discount Structure

Children	Discount (can be applied in addition to already discounted classes)
1 <sup>st</sup> child	Full price
2 <sup>nd</sup> child	5% off class fee's only
3 <sup>rd</sup> child	10% off class fee's only
4 <sup>th</sup> child	15% off class fee's only
5 <sup>th</sup> child	20% off class fee's only

### Attending multiple recreational classes per week (enrolments only)

1 <sup>st</sup> class	Full price
2 <sup>nd</sup> class	5% off class fee's only
3 <sup>rd</sup> class	10% off class fee's only

## Policies

### Training attire

Children must wear appropriate and safe clothing while in the gym. In the recreational program there are no specific rules regarding clothing or attire. Fitted comfortable clothing is best to avoid getting caught in equipment or falling loose when upside down.

- Hair pulled back away from face
- No baggy long pants, denim, skirts, or dresses
- No excessive jewellery items

We reserve the right to ask children to change should there be a concern for their safety due to the incorrect uniform. Additional items of uniform can be purchased through office.

### Gym Safety

We ask that gymnasts and families adhere to these simple rules to ensure all people are safe within the gym and are able fulfil their potentials and get the most out of the programs.

- Always believe in myself
- Always try everything at least once
- Always listen to my coach
- No running unless specified by a coach
- Gymnastics must walk safely around the gym, avoiding walking through other groups or under equipment. Always aim to walk around the perimeter
- Gymnasts are not allowed to perform activities (including drills or skills) unless instructed by a coach
- Gymnasts and family members are not permitted to use equipment outside of class unless instructed by a coach
- No shoes or food on the gym floor (coach exemption)
- Bring water only in a clearly marked drink bottle

- After class if your parent or guardian is late for collection, children are to wait in the waiting area and are not allowed to participate in a class or use any of the equipment.
- Wait my turn in line
- Only one person at a time on equipment unless specified by a coach
- Look out for the other people around me
- Wear proper clothing that will keep me safe and comfortable
- Use only nice and respectful language when speaking to my coach and other students
- Keep my hands to myself
- Tell my coach before I have a drink or go to the toilet
- Always stay with my group

## Bathroom policy

Toilets at the State Gymnastics centre are located outside of the gym space within a larger complex. All children must be accompanied by a coach to the toilet, except where the parent or guardian will take their own child.

We encourage parents to:

- Take their child to the toilet before the class begins
- Remind their child that they need to ask a coach to accompany them to the toilet
- Take their own child to the toilet when they are taking part in the program or watching the program and inform the coach before doing so

Our Coaches will:

- Walk children in small groups to and from the toilets
- Supervise the children's entry and exit to the toilets from either within the bathroom or from the corridor between the boys' and girls' toilets
- Wait until the last child is finished and walk back to the gym as a group
- Remind children at the beginning of class that they need to ask a coach if they can go to the toilet

## Mobile phones

Students are discouraged from bringing a phone to gym and are not allowed to use their personal mobile phones during class or during a competition or event. Phones should be switched to silent and placed in the gymnast storage area and only used at the conclusion of a class. This is for safety reasons and to prevent children from becoming distracted during class.

## Training when unwell or injured

If gymnasts have an injury this does not always warrant them missing training altogether. Injured athletes can if they choose train to the full extent allowed by their injury. It is usually possible to work around injuries and gymnasts must work with their coaches to decide if this is a suitable option for them based on the injury, the medical advice received and at the coach's discretion.

Stay at home if you are unwell. It's that simple. If you or your child have flu or cold symptoms including runny nose, cough or fever give your class a miss. If you need to have a covid test and need to miss a class while you wait for your results, we are happy to provide a credit upon receipt of a medical certificate.

## Child Safety

MGC recognises that all children have rights and must be given the opportunity to reach their full potential in a safe, caring, and nurturing environment. The Company considers the following areas as

unacceptable in any circumstance; any form of child abuse, including emotional abuse, sexual abuse, bullying, neglect, and exploitation.

## Member protection

MGC strives to maintain responsible behaviour and the making of informed decisions by members and other participants in this company. We have a commitment to a person's right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment, and abuse.

## Accident management

Serious accidents are rare in our programs as we take care in our programs to limit the possible risk of injury. However, there is always a chance for incident injury in any form of physical activity. There is an accident policy in place for the effective management of accidents in the environment we operate. All Participants pay annual membership which covers them for personal injury insurance. Please let us know if you wish to make a claim. If you or your family does not have ambulance cover, you may be required to pay the costs associated with an ambulance attending. We reserve the right to exercise our judgement regarding calling emergency transport.

## First Aid

In the event an injury or accident occurs all staff are required to hold a valid first aid certificate as a condition of their Gymnastics Victoria Technical Membership.

### **All staff and coaches are responsible for:**

- informing staff, students, and visitors of local first aid arrangements including details of how to contact First Aid Officers. Emergency Response are first aid officers and can be contacted by dialling an outside line (0) then 000
- provision of first aid kits and other essential first aid response equipment in relevant locations in buildings; and
- first aid arrangements for clinics, fieldwork, research activities and laboratories with hazards.

### **First Aiders are responsible for:**

- providing first aid to people who are injured or ill in the workplace,
- maintaining first aid kits after utilisation in a medical emergency,
- recording treatments and reporting treatment and incidents,
- maintaining a current first aid qualification, and
- participating in refresher training and competency development activities.
- In a first aid emergency a first aid officer is expected to take charge and may direct others on the scene to assist with managing the emergency until Emergency Services or more qualified personnel take over.

### **The role of the first aid officer is to initiate:**

- the emergency treatment of injuries and illness
- arranging prompt and appropriate referral of casualties to medical aid if required
- coordinate emergency services response if required
- recording treatments and reporting incidents
- the maintenance of first aid equipment, and keeping clean, checking, and restocking first aid kits if utilised.
- If your child is treated for anything beyond a band aid application an incident report is completed, and you are followed up with via phone or email following the incident.

## Heat Policy

MGC has a duty to ensure the wellbeing, health and safety of gymnasts and staff. Continued exposure to heat can lead to major health issues which, in severe cases, can be fatal.

All centres are climate controlled to the centre's best ability with air conditioning, fans or evaporative cooling or heating and management can adjust/control the temperature inside the gym classes to ensure maximum comfort and safety

Class will run as normal unless the temperature is between 35 and 38 degrees, where rest and hydration breaks will be increased in frequency:

- Rotations to reduce the amount of direct exposure to heat
- Provision of temporary shade and electric fans
- Scheduled drink breaks and rest periods
- Provision of cool drinking water
- Air-conditioned areas outside the gymnasium
- Provision of extra and regular breaks in cooler areas

The decision to cancel classes will be made based on the safety and interest of students and staff. Where the temperature is or exceeds 38 degrees all will be cancelled. If a class is cancelled an additional make-up session or credit will be offered.

Temperature will be determined from:

- [www.bom.gov.au](http://www.bom.gov.au)
- Melbourne City observations

Cancelled classes will be advised by any of the following methods:

- An email to gymnasts due to attend class on such day
- Advice on the centre's websites
- Facebook or Instagram post

All works conducted in an air-conditioned environment shall continue as normal.

## Discipline policy

Discipline in the gym is used on a case-by-case base and is relevant to the situation. Safety is of the utmost concern to our coaches and often discipline will be used to create a safe space for all gymnasts, staff, and families. Coaches are trained in discipline and communication techniques and will use time out in serious cases. Parents may be consulted by a coach if a gymnast's behaviour is unacceptable and may be removed from class should the matter be serious and/or of a consistent nature.

MGC is bound by the rules, regulations, and policies of the school/business locations we operate in. Athletes are required to act respectfully whilst on school grounds and understand they are subject to disciplinary actions as determined by the school if they act inappropriately or illegally.

Families with athletes who travel to the gym by themselves please ensure that your child once inside the gym is under the duty of care of MGC. Athletes under 18 years old are not permitted to leave the premises without MGC coaches' permission/supervision once they have entered the gymnasium. Athletes are not permitted to use the grounds or facilities of the schools we are in; other than to travel directly to the gymnasium.

## Cancellations

We operate with a direct debit system (EziDebit), taking payment two weeks in advance. Classes operate year-round and are automatically closed for 4 weeks over the summer and any Victorian public holidays. MGC requires 2 weeks written cancellation notice to stop direct debits. Customers are entitled to choose a credit, exchange, repair, or refund if the service, portion of service, or product purchased does not meet basic consumer guarantees, was changed by MGC and is now no longer suitable or was not able to be used due to medical reasons, and where a doctor's certificate is produced. Cancellations must be made online via our website under the section named "Cancellations".

## Refunds and credits

Customers are entitled to choose a credit, exchange, repair, or refund if the service, portion of service, or product purchased does not meet basic consumer guarantees, was changed by MGC and is now no longer suitable or was not able to be used due to medical reasons, and where a doctor's certificate is produced. Credit, exchange, repair, or refunds will not be given when the customer or their child changes their mind, the child has missed classes due to non-medical reasons and cannot attend a make-up class or proof of purchase cannot be produced.

## Late Pick up

Parents/Guardians are required to pick up children at the conclusion of class. A child who is picked up late can get anxious, and our coaching/admin team need to count on leaving their job promptly. Being on-time is a significant contributor to the job satisfaction of all our team and the happiness of our children. We pride ourselves on being gymnastics centre whose parents are on-time and strive to have no breaches of this rule.

Our classes have multiple finishing times of which parents are advanced in advance when securing their child's lesson. In addition, our timetable (detailed on our website) has a detailed list of every class time commencement and conclusion for our 3 locations.

Parents arriving more than 5 minutes following the conclusion of their class may be subject to fees as follows:

- 1st breach within 1 calendar month: Parents will be charged a per-child late fee of \$10 for arrival between 5 minutes and 14 minutes after class and an additional \$25 for arrival between 15 minutes to 30 minutes after class.
- 2nd breach within 1 calendar month: Parents will be charged a per-child late fee of \$20 for arrival between 5 minutes and 14 minutes after class and an additional \$50 for arrival between 15 minutes to 30 minutes after class.
- 3rd breach within 1 calendar month: Parents will be charged a per-child late fee of \$40 for arrival between 5 minutes and 14 minutes after class and an additional \$100 for arrival between 15 minutes to 30 minutes after class.

If there are 3 or more breached within 1 calendar month, a meeting will be set up with the parents and management team to discuss the continuation of gymnastics at our centres.

Please note that all late fees will be added to the parent's direct debit or invoiced.

If a parent has not arrived to pick up their child and cannot be reached by phone within 15 minutes of closing time, we will call the emergency contact(s) listed on their enrolment forms. The appropriate government departments (i.e., police or human services) will be contacted if parents cannot be contacted or do not arrive within 30 minutes of closing time.

## Emergency & Evacuation Procedures

Evacuation is an organised and controlled movement of personnel from a threatened or danger area to a safe area in the minimum possible time and exposing them to least possible risk. Evacuation procedures will be invoked for fire and bushfire, flood, bomb threat, hostage situation, storm or cyclone, earthquake, toxic emission, or accidents and for any explosion or disruption to services. It is imperative that the following procedures are implemented for the efficient evacuation of all persons. The policy of MGC in the event of disaster or threat of disease is: Always evacuate all the buildings and facilities to the safe assembly area of your centre. Emergency procedures diagrams are located within buildings throughout each campus. These diagrams provide floor plans showing the locations of emergency exits and emergency equipment (such as fire extinguishers) and maps for evacuation routes and emergency assembly areas.

## Covid Safety Policy & Procedures

MGC has developed a covid-19 safety plan (return to gymnastics). The plan has been developed with Victorian Government Advice and in conjunction with the following references:

- Business Victoria / Victoria Government Covid safe
- Sport and Recreation Victoria Return to play for community sport
- National Principles for the resumption of sport and recreation activity
- AIS Framework for Rebooting Sport in a COVID-19 Environment
- Gymnastics Australia Rebooting Gymnastics
- Gymnastic Victoria's - Return to Gymnastics Toolkit

The policy will be adapted in line with current restrictions or lockdown advice as/when they occur.

MGC is committed to the safe return of gymnastics for all stakeholders of our club. Please see information below on the main principles of safety in our gym:

- Ensure Physical Distancing
- Wear a Face Mask
- Practice Good Hygiene
- Keep Records and Act Quickly if staff become unwell
- Avoid Interaction in closed workspaces
- Create Workplace bubbles

See [Covid-19 | Melbourne Gymnastics \(melbournegymnasticscentre.com.au\)](https://www.melbournegymnasticscentre.com.au) for our full Covid Safety Plan and Return to Gymnastics Principles.

## Communication with Parents, Students and/or Guardians

Communication with families is primarily made by email or phone call. We use a client booking system "Mind Body Online" and your contact information is securely stored via cloud with our provider. If you have any concerns, please let us know, we prefer to address concerns as they arise, so matters don't escalate. Immediate concerns during the year should be discussed with the gymnast's coach. The coaches are always available briefly after training. If you need more time to discuss a matter, please arrange with administration a time so that the coach can plan to stay longer.

## Grievance/Feedback Policy

MGC welcomes any customer comments and feedback, either positive or negative.



We take negative feedback seriously, and we deal with it in a timely, sensitive, and professional manner, with the best interests of both MGC and customers at heart. Positive feedback is passed on to our staff members with the customer's permission.

Please raise your feedback in one of the following ways:

- Online via our feedback tab on the website
- In person with a centre administrator or coach
- Online at each centres website
- In writing or over the phone to administration 9937 1340

Qualified Member Protection Information Officers form part of the management team and are available to meet at any of the 3 locations.

The specific procedures for raising and addressing grievances include:

#### **Informal Resolution Procedure**

If you can, and you feel comfortable doing so, try to resolve your grievance yourself with the person or people involved by approaching them directly.

You are encouraged to talk with management if at any time you are not sure how to handle the problem yourself or you just want to talk confidentially for further information and guidance.

Please note that this will not involve any investigation into the complaint as such action is aimed at resolving the grievance quickly and efficiently. If you would like an investigation conducted, you will need to proceed to the formal resolution procedure.

#### **Formal Resolution Procedure**

If you would like to lodge a formal grievance that will be investigated, you will need to submit to management the details of your grievance in writing, along with any evidence you may have in respect of your grievance.

After this meeting, the Company will investigate your grievance as appropriate. All the facts available will be considered prior to deciding upon your grievance. The Company will make all reasonable efforts to deal with formal grievances in a fair and consistent manner.

You will be advised in writing once a decision has been made upon your grievance. All decisions will be final.

### Observing your child in class/watching classes

Parents have small viewing areas at Windsor only and will be invited into the gym during display weeks. It would be greatly appreciated if parents could assist us in maintaining our high standards of program quality by ensuring that children who are not participating in a class remain in the spectator area and not access the gym floor or attempt to use any equipment. In addition to being disruptive it is always extremely dangerous, and children are not insured to used equipment by themselves.

We aim to provide a comfortable environment/experience for all. Please be considerate of others and adhere to the following rules for the comfort of all who use the waiting area.

- No gymnastics to be done in the waiting area.
- Ensure you are not obstructing a designated exit or emergency evacuation point in the centre.
- Parents are not to attempt to coach or use any equipment whilst in the waiting area.
- Children are not to run around in the waiting area.

Please note that these policies may be impacted by COVID-19 restrictions. Families will be informed accordingly.

## Volunteering for events, training or use as demonstrators

Our Venues sometimes hold events such as inter centre competitions, meets, challenges or workshops and we will ask for volunteers from time to time. We may also ask for gymnasts to act a demonstrator for staff training, workshops, or meeting. We ask for help from parents and gymnasts throughout the centres but particularly from our competitive groups. We will get information out to you as early as possible with dates, times, and roles once you have committed to volunteering.

## Marketing Policy

MGC requests permission to photograph or video students and parents during our programs for the purposes of promoting our programs and gym centres. You or a child's name, class day or time will never be placed with their image. Captions placed with images will always be general for example: "Recreational students hang on the rings at gymnastics". By signing the waiver upon enrolling you give permission for you and your child to have their photo or video taken for marketing purposes. You understand these photos will be used by MGC for promotional purposes, including websites, posters, newsletters, social media, traditional advertising, digital advertising and within external documents. You understand that you can change or withdraw your permission at any time by contacting MGC's office. Please feel free to request any copies of photos of your or your child which appear on our marketing material by contacting us.

## Social Media Policy

MGC recognizes that access to technology gives students, parents, and coaches' greater opportunities to learn, engage, communicate, and develop skills. We are committed to helping students develop 21st-century technology and communication skills.

To that end, this Acceptable Use Policy outlines the guidelines and behaviours that users are expected to follow when using technologies or when using personally owned devices at the centre locations.

Coaches, parents, and teachers are expected to follow the same rules for good behaviour and respectful conduct online as offline. MGC makes a reasonable effort to ensure students' safety and security online but will not be held accountable for any harm or damages that result from misuse of social media technologies. We encourage coaches, students, staff, and other community members to use social networking/media (Twitter, Facebook, etc.) to connect with others, share educational resources, create, and curate educational content, and enhance the classroom experience. While social networking is fun and valuable, there are some risks you should keep in mind when using these tools. In the social media world, the lines are blurred between what is public or private, personal, or professional. We've created these social networking/media guidelines for you to follow when representing the centre in the virtual world.

### **Please do the following:**

- Use good judgment
- Be respectful, responsible, and ethical
- Be a good listener and aware of cyberbullying

### **Don't share the following:**

- Confidential information
- Private and personal information
- Images of children other than your own or staff members without their permission
- Other sites that we may not be aligned or choose to affiliate with

### **Examples of Acceptable Use**

- Follow the same guidelines for respectful, responsible behaviour online that I am expected to follow offline.
- Treat social media carefully, and alert staff if there is any problem with their operation.

- Encourage positive, constructive discussion if allowed to use communicative or collaborative technologies.
- Alert a coach or other staff member if I see threatening/bullying, inappropriate, or harmful content (images, messages, posts) online.
- Be cautious to protect the safety of myself and others.
- This is not intended to be an exhaustive list. Users should use their own good judgment when using social media

## Photo & Video Policy

MGC respects the safety and privacy of all students and will not condone or allow families to take photos which may include multiple children in the background that have not given consent. Families who wish to take a photo/video will be invited to do so at display week towards the end of the calendar year in an open environment where families can elect to participate in groups where their photo may be taken in conjunction with another child's. Please see Management should you feel you have extenuating circumstances and need to take a photo or video.

## Website Terms of Use

Copyright - Unless otherwise indicated, copyright in the content of this website is the property of the company under Australian copyright law. The site may also include content whose copyright belongs to third parties, and which has been lawfully included in this site by agreement or specific licence. For personal, non-commercial purposes, you may view or make copies of the material contained on the site. Content may not be systematically downloaded, retrieved, or stored. Content may not be reproduced or transmitted without our prior written permission. Copyright enquiries relating to web content should be directed to the authorising officer listed in the footer of every page.

Google Analytics - The Company uses Google Analytics to gather statistics about how our web content is used, and statistics about our visitors such as their browsers and geographic location. No personally identifying information is collected. Alternatively, you can set your browser to refuse or delete cookies from Google Analytics. Check your browser's help information to find out how.

Other cookies and tracking - Some MGC web pages may also contain embedded content not from our sites, such as videos, audio, slideshows, maps, forms, surveys, and social media. This content may contain cookies from the originating site. Please refer to the original site for their privacy policies. If you wish, you can set your browser to refuse or delete these cookies. Check your browser's help information to find out how.

Emails and online form submissions - Records of your correspondence with us, including when you email us via our website, or contact us via an online form, must be managed according to the company's privacy policy. The Privacy Policy outlines how we must manage and protect any personal information related to your correspondence.

## Privacy Policy

By agreeing to enrol your child at MGC, you also accept the following Privacy Statement. It is our policy that all information provided remain confidential and not be disclosed to any party other than Melbourne Gymnastics Centre Pty Ltd. We have implemented security measures designed to keep all information you provide to us via electronic or paper form strictly confidential. We will not resell, rent, or share the information you provide to us with any unaffiliated third party, except as required by law or, with your consent, to process or evaluate a proposed transaction. We respect your privacy and only intend to use the information you send to us in a responsible and secure manner. This pertains to information collected via application or throughout our due diligence processes. We use the information we receive about you to determine whether our customers will meet our criteria and qualify to enter our programs and advise you of upcoming events. The information you provide can be changed or deleted at any time by contacting us. If this Privacy Policy ever changes, we will update the information for families' document on the website.