



Sporting Complex Mary River Rd, Cooroy Q 4562

P.O Box 657, Cooroy, Q 4563

Ph 54425800

ABN 49 970 347 014

Email: admin@cooroygymnasticsclub.com.au

www.cooroygymnasticsclub.com.au:

POLICIES & PROCEDURES

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COOROY GYMNASTICS CLUB MEMBER PROTECTION POLICY

1. Introduction

Cooroy Gymnastics Club Mission Statement

To encourage all participants to develop the skills required for gymnastics and to assist gymnasts to achieve their maximum potential through the implementation of great coaching techniques, participation in competitions, correct technical development and good club administration.

Cooroy Gymnastics Club Objects

The objects for which the club was established are:

- To provide the members with a safe, happy learning environment where health and fitness is fun
- To give members of all ages the opportunity to achieve their individual goals, from general, recreational gymnastics to high level competitive gymnastics
- To give the community access to a club where members of all ages and ability levels can attend classes, finding friendships and personal achievements, reaching goals through hard work and determination
- Giving members the right start, with fitness and attitude attributes benefitting them throughout their lives.

2. Purpose of this policy

This Member Protection Policy aims to maintain ethical and informed decision making and responsible behaviours within our sport. It outlines our commitment to a person's right to be treated with respect and dignity and to be safe and protected from abuse. This policy informs everyone involved in our club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required.

The policy attachments outline the procedures that support our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, Cooroy Gymnastics Club will take disciplinary action against any person or organisation bound by this policy if they breach it.

3. Who this Policy Applies To

This policy applies to the following people, whether they are in a paid or unpaid/voluntary capacity:

- 3.1 Persons appointed or elected to committees and sub-committees;
- 3.2 Employees of Cooroy Gymnastics Club and volunteers;
- 3.3 Support personnel appointed or elected to teams and squads (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers);
- 3.4 Coaches and assistant coaches;
- 3.5 Gymnasts.
- 3.6 Judges and other officials involved in club events;
- 3.7 Gymnasts, coaches, officials and other personnel participating in events and activities, including camps and training sessions, held by Cooroy Gymnastics Club;

- 3.8 Any other person including spectators, parents/guardians and sponsors, who or which agrees in writing (whether on a ticket, entry form or otherwise) to be bound by this policy;

This policy will continue to apply to a person, even after they have stopped their association or employment with Cooroy Gymnastics Club, if disciplinary action against that person has commenced.

4. Responsibilities of the Organisation

Cooroy Gymnastics Club must:

- 4.1 Adopt, implement and comply with this policy;
- 4.2 Make such amendments to their Constitution, Rules or Policies necessary for this policy to be enforceable;
- 4.3 Publish, distribute and promote this policy and the consequences of breaches;
- 4.4 Promote and model appropriate standards of behaviour at all times;
- 4.5 Promptly deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner;
- 4.6 Apply this policy consistently;
- 4.7 Recognise and enforce any penalty imposed under this policy;
- 4.8 Ensure that a copy of this policy is available or accessible to the persons and associations to whom this policy applies;
- 4.9 Ensure Committee receive and manage complaints and allegations;
- 4.10 Monitor and review this policy at least annually.

5. Individual Responsibilities

Individuals bound by this policy are responsible for:

- 5.1 Making themselves aware of the policy and complying with its standards of behaviour;
- 5.2 Complying with our screening requirements and any state/territory Working with Children checks;
- 5.3 Placing the safety and welfare of children above other considerations;
- 5.4 Being accountable for their behaviour;
- 5.5 Following the procedures outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour; and
- 5.6 Complying with any decisions and/or disciplinary measures imposed under this policy.

6. Position Statements

6.1 CHILD PROTECTION

Cooroy Gymnastics Club acknowledges that our staff, members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. Cooroy Gymnastics Club aims to continue this and to take measures to protect the safety and welfare of children participating in our sport by:

- Prohibiting any form of abuse against children;
- Ensuring people have completed a satisfactory Working with Children Check;
- Carefully selecting and screening people over the age of 16 years who work, coach or have regular unsupervised contact with children;
- Promoting and enforcing our codes of behaviour, particularly for roles associated with juniors;
- Responding to all reports and complaints of abuse promptly, seriously and confidentially;
- Making information about child protection available, particularly for roles associated with children;
- Adopting practices that reduce risks and provide the greatest opportunity of having a child safe environment.

Anyone who reasonably suspects that a child has been or is being abused by someone within our sport, is to report it immediately to the police or relevant government agency and the committee. Descriptions of the sorts of activity which may be abuse are in the Glossary of this document. If anyone suspects that a child is being abused by his or her parent/s, they are advised to contact the relevant government department for youth, family and community services.

A person will not be victimised for reporting possible child abuse and the privacy of all persons concerned will be respected.

6.2 TAKING IMAGES OF CHILDREN

Images of children can be used inappropriately or illegally. Cooroy Gymnastics Club requires that individuals and associations, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If the Cooroy Gymnastics Club uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will not display information about hobbies, likes/dislikes, school, etc as this information can be used as grooming tools by paedophiles or other persons. We will only use appropriate images of a child, relevant to our sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

6.3 ANTI-DISCRIMINATION AND HARASSMENT

Cooroy Gymnastics Club opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers. Some forms of harassment, discrimination and bullying, based on personal characteristics such as those listed in the Glossary, are against the law.

6.4 SEXUAL RELATIONSHIPS

Cooroy Gymnastics Club takes the position that sexual relationships between coaches and the adult athletes that they coach should be avoided as these relationships can have harmful effects on the individual athlete involved, on other athletes and coaches, and on the sport's public image. Such relationships may be intentionally or unintentionally exploitative due to a disparity between coaches and athletes in terms of authority, power, maturity, status, influence and dependence.

Should a sexual relationship exist between an athlete and coach, Cooroy Gymnastics Club will consider whether any action is necessary. Factors that may be relevant in this consideration are the age and maturity of the athlete relative to the coach, the financial or emotional dependence of the athlete on the coach, and the likelihood of the relationship having any adverse impact on the athlete and/or other athletes. If it is determined that the sexual relationship is inappropriate, action may be taken to stop the coaching relationship with the athlete. Action may include transfer, a request for resignation or dismissal from coaching duties.

In the event that an athlete attempts to initiate an intimate sexual relationship, the coach must take personal responsibility for discouraging such approaches, explaining the ethical basis for such action. The coach or athlete may wish to approach the Cooroy Gymnastics Club Committee or complaints officer or other designated person if they feel harassed.

6.5 PREGNANCY

Everyone bound by this policy must treat pregnant women with dignity and respect and any unreasonable barriers to participation by them in our sport should be removed. We will not tolerate any discrimination or harassment against pregnant women.

While many sporting activities are safe for pregnant women, there may be particular risks that apply to some women during pregnancy. Those risks will depend on the nature of the sporting activity and the particular pregnant woman's circumstances. Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision making about the way they participate in our sport.

Cooroy Gymnastics Club recommends that pregnant women wanting to participate in our sport consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation. We will only require pregnant women to sign a disclaimer if we require other participants to sign one in similar circumstances.

7. Complaints Procedures

7.1 COMPLAINTS

Cooroy Gymnastics Club aims to provide a simple procedure for complaints based on the principles of procedural fairness (natural justice). Any person (a complainant) may report a complaint about a person/s or organisation bound by this policy (respondent). Such complaints should be reported to the Committee. The lowest level at which a matter can be dealt with shall always be preferred.

A complaint may be dealt with informally or formally. The complainant usually decides this unless the Committee considers that the complaint falls outside this policy and would be better dealt with another way and/or the law requires the complaint/allegation to be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Individuals and organisations may also pursue their complaint externally under antidiscrimination, child protection, criminal or other relevant legislation.

7.2 VEXATIOUS COMPLAINTS & VICTIMISATION

Cooroy Gymnastics Club aims for our complaints procedure to have integrity and be free of unfair repercussions or victimisation. If at any point in the complaints process the Committee considers that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, the Committee will decide on the appropriate action which may include disciplinary action against the complainant.

Cooroy Gymnastics Club will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint.

7.3 MEDIATION

Cooroy Gymnastics Club aims to resolve complaints with a minimum of fuss. Complaints may be resolved by agreement between the people involved with no need for disciplinary action. Mediation allows those involved to be heard and to come up with mutually agreed solutions.

Mediation may occur before or after the investigation of a complaint. If a complainant wishes to resolve the complaint with the help of a mediator, the Committee will, in consultation with the complainant, arrange for a neutral third party mediator where possible.

8. What is a Breach of this policy?

It is a breach of this policy for any person or organisation to which this policy applies, to do anything contrary to this policy, including but not limited to:

- 8.1 Breaching the Codes of Behaviour
- 8.2 Bringing the sport of Gymnastics and Cooroy Gymnastics Club into disrepute, or acting in a manner likely to bring the sport of Gymnastics and Cooroy Gymnastics Club into disrepute;
- 8.3 Failing to comply to Cooroy Gymnastics Club policies (including this policy) and procedures for the protection, safety and welfare of children;
- 8.4 Discriminating against, harassing or bullying (including cyber bullying) any person;
- 8.5 Victimising another person for reporting a complaint;
- 8.6 Engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over;
- 8.7 Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- 8.8 Disclosing to any unauthorised person or organisation any Cooroy Gymnastics Club information that is of a private, confidential or privileged nature;
- 8.9 Making a complaint they knew to be untrue, vexatious, malicious or improper;
- 8.10 Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy; or
- 8.11 Failing to comply with a direction given to the individual or organisation during the discipline process.

9. Disciplinary Measures

If an individual or organisation to which this policy applies breaches this policy, one or more forms of discipline may be imposed. Any disciplinary measure imposed under this policy must:

- Be applied consistent with any contractual and employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach; and
- Be determined in accordance with our Constitution, By Laws, this policy and/or Rules of the sport.

9.1 INDIVIDUAL

Subject to contractual and employment requirements, if a finding is made by the Cooroy Gymnastics Club Committee that an individual has breached this policy, one or more of the following forms of discipline may be imposed:

- 9.1.1 A direction that the individual make a verbal and/or written apology;
- 9.1.2 A written warning;
- 9.1.3 A direction that the individual attend counselling to address their behaviour;
- 9.1.4 A withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by Cooroy Gymnastics Club,
- 9.1.5 A demotion or transfer of the individual to another location, role or activity;
- 9.1.6 A suspension of the individual's membership or participation or engagement in a role or activity;
- 9.1.7 Termination of the individual's membership, appointment or engagement;
- 9.1.8 A recommendation that the Cooroy Gymnastics Club terminate the individual's membership, appointment or engagement;
- 9.1.9 In the case of a coach or official, a direction that the relevant organisation deregister the accreditation of the coach or official for a period of time or permanently;
- 9.1.10 A fine;
- 9.1.11 Any other form of discipline that the Committee considers appropriate.

9.2 ORGANISATION

If a finding is made that a Club Member has breached this Member Protection policy, one or more of the following forms of discipline may be imposed by the Cooroy Gymnastics Club Committee.

9.2.1 A written warning;

9.2.2 A fine;

9.2.3 A direction that any rights, privileges and benefits provided to that person be suspended for a specified period;

9.2.6 That membership be suspended or terminated in accordance with the relevant constitution or rules; and/or

9.2.7 Any other form of discipline that the committee considers to be reasonable and appropriate.

9.3 FACTORS TO CONSIDER

The form of discipline to be imposed on an individual or organisation will depend on factors such as:

- Nature and seriousness of the breach;
- If the person knew or should have known that the behaviour was a breach;
- Level of contrition;
- The effect of the proposed disciplinary measures on the person including any personal, professional or financial consequences;
- If there have been relevant prior warnings or disciplinary action;
- Ability to enforce discipline if the person is a parent or spectator (even if they are bound by the policy); and/or
- Any other mitigating circumstances.

9.4 CONFIDENTIALITY AND REPORTING

All complaints, complainant, person in breach, mediator and other details relevant to the complaint will be treated with complete confidentiality. All complaints and proceedings must be documented and filed securely with strict adherence to the Cooroy Gymnastics Club Privacy Policy.

10. Glossary (Definitions)

This Glossary sets out the meaning of words used in this policy without limiting the ordinary and natural meaning of the words.

Abuse is a form of harassment and includes physical abuse, emotional abuse, sexual abuse, neglect, and abuse of power. Examples of abusive behaviour include bullying, humiliation, verbal abuse and insults. Child means a person who is under the age of 18 years.

Child abuse involves conduct which puts children at risk of harm (usually by adults, sometimes by other children) and often by those they know and trust. It can take many forms, including verbal and physical actions and by people failing to provide them with basic care.

Complainant means a person making a complaint.

Complaint Handler/Manager means a person appointed under this policy to investigate a Complaint

Discrimination means treating or proposing to treat someone less favourably because of a particular characteristic in the same or similar circumstances in certain areas of public life (Direct Discrimination), or imposing or intending to impose an unreasonable requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect on individuals or groups with particular characteristics (Indirect Discrimination).

Examples of Discrimination

- Age: A club refuses to allow an older person to coach a team simply because of age.
- Breastfeeding: A member of the club who is breastfeeding a baby in the club rooms is asked to leave.
- Disability: A junior player is overlooked because of mild epilepsy.

- Family responsibilities: A club decides not to promote an employee because he has a child with a disability even though the employee is the best person for the job.
- Gender Identity: A transgender contract worker is harassed when employees refuse to call her by her female name.
- Homosexuality: An athlete is ostracised from her team after it becomes known that she is a lesbian.
- Marital Status: A player is deliberately excluded from team activities and social functions because she is single
- Pregnancy: A woman is dropped from a squad when she becomes pregnant.
- Race: An Italian referee is not permitted to referee games with a high proportion of Italian players on one team because of his race.
- Sex: Specialist coaching is only offered to male players in a mixed team.
- Harassment is any type of behaviour that the other person does not want and that is offensive, abusive, belittling or threatening. The behaviour is unwelcome and a reasonable person would recognise it as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated.

Unlawful harassment is sexual or targets a person because of their race, sex, pregnancy, marital status, sexual orientation or some other characteristic (see characteristic list under discrimination). It does not matter whether the harassment was intended: the focus is on the impact of the behaviour. The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident but is usually repeated. It may be explicit or implicit, verbal or non-verbal.

Discrimination and harassment are not permitted in employment (including volunteer and unpaid employment); when providing sporting goods and services including access to sporting facilities; when providing education and accommodation; the selection or otherwise of any person for competition or a team (domestic or international); the entry or otherwise of any player or other person to any competition and the obtaining or retaining membership of clubs and organisations (including the rights and privileges of membership).

Some exceptions to state and federal anti-discrimination law apply. Examples include:

- holding a competitive sporting activity for females only who are under 12 years of age or of any age where strength, stamina or physique is relevant or
- not selecting a participant if the person's disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination or harassment may also be against the law. It is also a breach of discrimination law to victimise a person who is involved in making a complaint of discrimination or harassment. Example: a player is ostracised by her male coach for complaining about his sexist behaviour or for supporting another player who has made such a complaint.

Public acts of racial hatred which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited. This applies to spectators, participants or any other person who engages in such an act in public.

Mediator means an impartial/neutral person appointed to mediate Complaints

Natural justice (also referred to as procedural fairness) incorporates the following principles:

- both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond;
- all relevant submissions must be considered;
- no person may judge their own case;
- the decision maker/s must be unbiased, fair and just;
- the penalties imposed must be fair.

Police check means a national criminal history record check conducted as a pre-employment, pre-engagement or current employment background check on a person.

This policy means this Member Protection Policy.

Respondent means the person who is being complained about.

Role-specific codes of conduct (or behaviour) means standards of conduct required of certain roles (e.g. coaches).

Sexual harassment means unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes, propositions, display of pornographic or offensive material or other behaviour that creates a sexually hostile environment. Sexual harassment is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.

Sexual offence means a criminal offence involving sexual activity or acts of indecency.

Victimisation means subjecting a person or threatening to subject a person to any detriment or unfair treatment because that person has or intends to pursue their rights to make a complaint under government legislation (e.g. anti-discrimination) or under this Policy, or for supporting such a person.

Vilification involves a person or organisation doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of persons having any of the attributes or characteristics within the meaning of discrimination. Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.

COOROY GYMNASTICS CLUB CODES OF BEHAVIOUR

We have developed the following set of behaviours that we work by with our customers, any suppliers and each other to ensure individual behaviours are aligned to our Club Culture.

1. ***Speak with good purpose.*** Speak supportively and respect other people's right to have a different viewpoint without making them wrong.
2. ***Be respectful of each other.*** Your colleagues' mannerisms and behaviour may not always be the same as yours, but you must respect their right to be who they are.
3. ***Focus on solutions, not problems.*** Have a positive attitude. Only be supportive! Don't blame others for events and don't make excuses. Take responsibility!
4. ***Be flexible.*** Your way is not necessarily the only way to complete a task.
5. ***Be a team member.*** Have the willingness to let others win, plus have a win yourself. Support the team goals and each other.
6. ***Act with honesty and integrity.*** These are core values that are essential to Cooroy Gymnastics Club.
7. ***Communicate with sincerity.*** Practice active listening and make a conscious effort to greet and farewell each team member every day.

Participants' Code of Behaviour

1. Shoes are not to be worn on the gymnastics floor
2. Gymnasts must always have their hair tied back, suitable clothing and no jewellery.
3. No Mobiles within Gym Training Area, before and during Training.
4. Respect the rights, dignity and worth of fellow participants, coaches, officials and spectators.
5. Do not tolerate acts of aggression or bullying.
6. Respect the talent, potential and development of fellow participants and competitors.
7. Care for and respect the equipment provided to you as part of your program.
8. Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements.
9. At all times avoid intimate relationships with your coach. Respect the personal space of others.
10. Conduct yourself in a professional manner relating to language, temper and punctuality.
11. Maintain high personal behaviour standards at all times.
12. Abide by the rules and respect the decision of the officials, making all appeals through the formal process and respecting the final decision.
13. Be honest in your attitude and preparation to training. Work equally hard for yourself and your team.
14. Cooperate with coaches and staff in the development of programs to adequately prepare you for the competition at the highest level.
15. Show concern and caution towards others who may be sick or injured.
16. Be a positive role model.
17. Understand the repercussion if you breach, or are aware of any breaches of this code of behaviour.

Coaches and Staff Code of Behaviour

As an employee or volunteer of the Cooroy Gymnastics Club, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Gymnastics Australia, Gymnastics Queensland, an affiliated club or the Cooroy Gymnastics Club in your role as a coach or Volunteer appointed by the Cooroy Gym:

1. Do not tolerate acts of aggression.
2. Provide constructive feedback to participants in a manner sensitive to their needs. Avoid overly negative feedback.
3. Recognise participants' rights to consult with the other coaches and advisors. Cooperate fully with other specialists (for example sports scientists, doctors and physiotherapists).
4. Treat all participants fairly within the context of their sporting activities, regardless of gender, race, place of origin, culture, athletic potential, sexual orientation, religion, political beliefs, socio-economic status and other conditions.
5. Encourage and facilitate participants' independence and responsibility for their own behaviour, performance, decisions and actions.
6. Involve the participants in decisions that affect them.
7. Encourage participants to respect one another and to expect respect for their worth as individuals
8. Ensure that the tasks and/or training set are suitable for age, experience, ability and physical and psychological conditions of the participants.
9. Ensure any physical contact with participants is appropriate to the situation and necessary for the participant's skill development.
10. Be acutely aware of the power that you as a coach develop with your participants in the coaching relationship and avoid any sexual intimacy with them that could develop as a result.
11. Avoid situations with your participants that could be construed as compromising.
12. Actively discourage the use of performance enhancing drugs, and the use of alcohol, tobacco and illegal substances.
13. Do not exploit any coaching relationships to further personal, political or business interests at the expense of the best interest of your participants.
14. Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules.
15. Know and abide by rules, regulations and standards, and encourage players to do likewise. Accept both the letter and spirit of the rules.
16. Be honest and ensure that qualifications are not misrepresented.

Parents Code of Behaviour

As a parent of a participant in any activity held by Gymnastics Australia, Gymnastics Queensland, an affiliated club or the Cooroy Gymnastics Club you must meet the following requirements in regard to your conduct during any such activity or event:

1. Parents/Guardians must not bring their child/children to gymnastics if they are ill or contagious.
2. All gymnasts must be dropped off and picked up inside the gymnasium.
3. Registration and fees must be paid in full within 3 weeks of the term, or your child/children will not be allowed on the gymnastics floor. Note that a late fee will be issued.
4. If you are seen to be a distraction to the gymnasts, staff can and will ask you to exit the premises for the safety of the gymnasts.
5. If parents/guardians would like to approach a coach, this must be done before or after the class.
6. The Head Coach and management committee have the right to deny participation when appropriate.
7. Respect the rights, dignity and worth of others.
8. Remember that your child participates in sport for their own enjoyment, not yours.
9. Focus on your child's efforts and performance rather than winning or losing.
10. Never ridicule or yell at your child and other children for making a mistake or losing a competition.
11. Show appreciation for good performance by all participants, including opposing participants.

12. Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons under 18 years of age, as your words and actions are an example.
13. Respect officials' decisions and teach children to do likewise.
14. Do not physically or verbally abuse or harass anyone associated with the sport ie participant, volunteer, coach, judge etc.
15. Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
16. Be a positive role model.
17. Allow fellow parents the respect they deserve in their viewing or involvement in their child's participation.
18. Be aware of the repercussions that any breaches of this code of behaviour may incur.

Spectator Code of Behaviour

As an spectator of any activity held or sanctioned by Gymnastics Australia, Gymnastics Queensland, an affiliated club or the Cooroy Gymnastics Club, you must meet the following requirements in regard to your conduct during any such activity or event:

1. If you are seen to be a distraction to the gymnasts, staff can and will ask you to exit the premises for the safety of the gymnasts.
2. Respect the rights, dignity and worth of others.
3. Focus on the participant's efforts and performance rather than winning or losing.
4. Never ridicule or yell at participants for making a mistake or losing a competition.
5. Show appreciation for good performance by all participants, including opposing participants.
6. Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons under 18 years of age, as your words and actions are an example.
7. Respect officials' decisions and teach participants to do likewise.
8. Do not physically or verbally abuse or harass anyone associated with the sport ie participant, volunteer, coach, judge etc.
9. Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
10. Be a positive role model.
11. Check on the appropriate club or state bodies' policy on photography of participants before taking photos.
12. All fellow spectators the respect they deserve in their viewing of the class/event
13. Be aware of the repercussions that any breaches of this code of behaviour may incur.

Administrators' Code of Conduct

1. Make your club environment more user friendly by providing equal opportunities for all to participate.
2. Create pathways for young people to participate in sport not just as an athlete, but as a coach, judge, official or volunteer.
3. Ensure that the types of programs, rules, and training suit the age, ability and maturity level of young athletes.
4. Provide quality supervision and coaching for juniors and ensure volunteers are adequately trained.
5. Direct coaches to highlight appropriate behaviour and skill development.
6. Ensure everyone emphasises participation and doing your best, not the result.
7. Give a code of behaviour sheet to spectators, officials, parents, coaches and participants and encourage them to follow it.
8. Consistently remind adults that the sport is for the participant.
9. Remember, you set an example. Your behaviour and comments should be positive and supportive.
10. Adopt and implement relevant sport safety policies and practices.

11. Promote a culturally tolerant environment.
12. Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

Judges' Code of Behaviour

As an employee or volunteer of the Cooroy Gymnastics Club, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Gymnastics Australia, Gymnastics Queensland, an affiliated club or the Cooroy Gymnastics Club in your role as a Judge appointed by the Cooroy Gym:

1. Understand and abide by the Judge's Oath.
2. Be fully conversant with the FIG Code of Points and/or any other published rules and regulations pertaining to the standard of gymnastics being judge.
3. Actively maintain technical knowledge through ongoing review of the Code of Points, technical publications, video tapes and gym floor participation.
4. Attend all pre-competition judges' meetings.
5. Dress in a tidy fashion befitting the status and image of a judge.
6. Be punctual for all official events.
7. Avoid the use of derogatory language.
8. Be prepared to counsel athletes and coaches regarding the athlete's performance after competitions.

COOROY GYMNASTICS CLUB BEHAVIOUR MANAGEMENT POLICY

Behaviour Management Policy

Statement of Commitment

Cooroy Gymnastics Club programs will provide a secure, caring and stimulating environment, which encourages members to co-operate, enhances their self-esteem and encourages their ability to interact with others, where acceptable behaviour is promoted and any recriminations are kept to a minimum. Where a child continues to behave in an unacceptable manner, parents/guardians will be consulted and asked to work with the staff to ensure discipline techniques are consistent and clear.

What is Behaviour Management?

Behaviour management is a set of processes that enable Cooroy Gymnastics Club staff and volunteers to respond appropriately to the actions of the members in their care. It is also referred to as guidance and discipline.

Any community of people needs rules.

Rules prohibit certain unacceptable actions and limit harmful behaviours.

By their very nature rules are expressed in the negative and some examples are:

- No put downs (name calling, insults, derogatory remarks)
- No fighting (or play fighting)
- Do not harm yourself or others (by careless use of Gym equipment)

The problem with the above rules is that they do not tell the members what they are expected to do. These rules are presented negatively and they should be used only as a last resort because there are more positive strategies that can be used before we tell a child what not to do. It is often necessary with a large group of children to state minimum expectations as rules. Once the basic rules are stated and understood they serve as a foundation for the discussion of positive expectations.

POSITIVE EXPECTATIONS

Positive expectations are descriptions of behaviours that you would like to see demonstrated by the children. We use the term expectations because we have a right to expect that members will learn and demonstrate positive behaviour. All positive expectations are adaptive and prosocial. Adaptive behaviours are actions that help the child to adapt to his/her environment eg. chewing and swallowing food before attempting to speak. Prosocial behaviours are actions that help the child to get along with other people, eg. helping someone, friendship skills and manners.

Examples of positive expectations:

- "Please wait here until a coach collects you"
- "In this Gym we are all expected to clean up any mess that we help to make"
- "In this Gym we expect everyone to use friendly language"

Positive expectations are more effective when they provide specific information that can produce pictures in the child's head that indicate a level of understanding. For example "I expect you to behave properly in the Gym" or "I don't want anyone to behave badly in the Gym", may not be giving enough information. It would be more effective to say "while we are training, we are all expected to keep together as a group, to use our inside voices and to listen and ask questions respectfully."

BEHAVIOUR MANAGEMENT STRATEGIES

Behaviour management strategies describe techniques to modify inappropriate behaviour and encourage appropriate behaviour. Behaviour management strategies are not forms of punishment. The following step by step guide will assist you to develop a systematic response to any inappropriate behaviours that you observe:

Step by Step Response to Inappropriate Behaviours

STEP Response Explanations

STEP 1

STOP

- Identify the inappropriate behaviour. Look at the situation, if a group of children are involved know who is doing what to whom, if the situation appears unsafe move quickly, your goal is to modify the inappropriate behaviour.
- At this point you may have to acknowledge your feelings about the inappropriate behaviour, some behaviours make us very angry and frustrated. Few of us can help our feelings and so what we can do is learn to use our feelings to recognise what is happening (identify the child's inappropriate behaviour). We can then act appropriately rather than just react to the situation.

STEP 2

LOOK and LISTEN

- Observe the child within the whole situation
- Consider the possible reason(s) for the behaviour
- Ask yourself why is the child acting out? Does the child have a difficult temperament? Is the child unhappy?
- Look at the child's interactions with other children, is the child a victim of bullying by others.
- Consider your interactions with the child, have you encouraged appropriate behaviour
- Consider the key aspects of the Service. Are the structured activities suitable for the child. Are the routines encouraging appropriate behaviour.

STEP 3

ACT

- Manage the inappropriate behaviour in an appropriate manner. Remember to separate the behaviour from the child – "I like you but I don't like the way you are behaving".
- Respond to the CAUSE of the behaviour
- Make sure you respond with positive behaviour
- Consider the child's age and stage of development
- Respond to the child's individual needs
- Tell the child calmly what the inappropriate behaviour that you recognise is, relate it to the rules and expectations of the Service and apply consequences in a gentle and committed way. Don't lecture the child!
- Redirect the child to an appropriate activity if necessary

STEP 4

EVALUATE

Think about how you have responded to this situation. Were you able to change the child's behaviour, did you interact positively with the child?

The Secondary Issues That 'get up our noses'

- Excuses: "wasn't me!" ; "I'm not the only one"
- "The other day Paul was doing.....and you never said nothing to him"
- Comparing you to another staff member, "last year we had a really nice coordinator, she didn't make us do this" or "Mary said I could play here yesterday"

- Challenges to the rules: “this is a dumb place”,
- “You are not the boss of me”, “you can’t make me or tell me what to do”
- Attend to the primary issue, the inappropriate behaviour, avoid getting drawn into secondary issues (avoid the arguments). Children have the ability to run us ragged by the secondary behaviour game, avoid getting drawn in.

POWER BASES:

The Child’s Power Base: Gambits – The Games That Children Play

A gambit is a move used to trick or gain advantage over an opponent. It is a move to gain power. Many inappropriate behaviours are gambits. They take power from the staff member and persuade her to come to the child on the child’s terms. Children use these gambits to keep you off balance and focus you on secondary behaviours and not the primary issue – their inappropriate behaviour.

There are four main gambits:

If you feel threatened or hurt by the child’s behaviour the gambit is likely to be:

1. Annoy / Disrupt: I will have some fun at your expense and will try to intimidate you
2. Victim – Persecutor – Rescuer: “My mum will get you”, getting adults to fight with each other, the child convinces others that he is a victim because you pick on him. Keep in mind that you might respond to the annoy / disrupt in such a heavy handed manner that the child can look like a victim and other children will come to the child’s rescue.
3. Put Downs: “you’re inferior”, the child laughs at people or uses put downs to hurt or make you defend yourself against charges that you are stupid, selfish etc, the child can then control you. If you feel deep concern, a need to over-help and over-nurture the child, the gambit is likely to be:
4. Overfunction – Underfunction: I can’t do that, the less the child does for himself, the more you do for them, until you are doing a lot. Some children combine all four gambits. Each of these gambits can take several forms, so you may not be sure, at first, which the child is using. With practice you will recognise each gambit and develop a sixth sense about them.

SOURCES OF STAFF MEMBER POWER

There are five main sources of power:

1. Coercive Power: you can use or threaten to use punishment
2. Rewards Power: we can use rewards
3. Legitimate Power: because of our positions we have authority and can expect the children to comply
4. Referent Power: we are liked and respected because we care about children and we create a ‘oneness’ and common purpose with children
5. Expert Power: we have skills, experience and knowledge that is respected and valued by children

These five bases of power can be put into two groups

1. Position Powers: Coercive, Reward and Legitimate Power – you wield these powers while you hold the position of a staff member.
2. Personal Power: Referent and Expert Power – you wield these powers because of your personality and skill.

POSITION POWERS

They have a place in managing the behaviour of children however they have drawbacks – they are attractive because they produce results in the short term: a quick threat, a promise of a reward or a reprimand may calm the storm for a moment. But children are smart enough to keep raising the ante so that you find that you are offering larger rewards, and threatening more punishments, while the child demands larger rewards and becomes immune to punishment. The child has trained you to do what he wants. Many children don’t recognise your legitimate power and may have the attitude that child care workers are baby sitters and don’t know what they are doing.

PERSONAL POWERS

Referent Power is when children identify with and respect you. The children will exhibit feelings of personal affection, loyalty and admiration towards you. These children share interests and a desire to model themselves on you, they want to

behave in a way that merits your attention and respect. This power has been identified as being the most potent of all power bases.

Referent power flows from the positive interactions between the children and you. So the key is to learn how to relate successfully with children. We also need to enhance our expert powers, that is our knowledge, information and skills. The children want to access the skills that we have developed through our experiences and abilities and through this we wield power. When you use the five power bases you use three broad tactics– control, manage and influence.

1. Using reward or coercive power means you are trying to control the children
2. Using legitimate power means you are trying to manage children
3. Using referent or expert power means you are trying to influence children

Because adults have these five power bases they can make children behave in certain ways. But children who are punished or forced to behave in certain ways, and punished when they don't, learn the following lessons:

- I am a bad person
- I need to watch out for adults
- I had better not get caught

These children are likely to behave only when someone is watching. Their goal is to avoid being punished. They do not learn to value appropriate behaviour and they do not learn self-discipline.

COACH'S/VOLUNTEER'S RELATIONSHIPS WITH CHILDREN

Consider the following questions:

- Do you know how to avoid an “us against them” relationship with children?
- Do you use humour?
- Do you maintain dignity?
- Do you set consequences in a gentle, totally committed way?
- Do you resort to sarcasm?
- Do you trust children?
- Do you have a positive and consistent attitude towards children?
- Do you cut down on verbalising when children are misbehaving
- Do you speak to the children as you would like to be spoken to yourself?
- Can you show neutrality when you manage inappropriate behaviour?
- Do you use positive remarks and descriptive praise?
- Do you show that you like children?
- Do you manage the children's problems yourself and only call in the boss for extremely difficult children?

RESPONSIVE COMMUNICATION SKILLS

The critical aspects include an ability to communicate verbally and non-verbally and to set and apply appropriate behaviour management limits, taking into account the child's age, stage of development, culture and needs. The knowledge and skills required for effective communication includes:

- Modelling appropriate behaviour
- Active listening
- Understanding children's feelings and reactions to key events in their lives
- Applying consistent guidelines for children's behaviour
- An understanding of the Cooroy Gymnastics Club policies and procedures related to guiding children's behaviour

DEVELOPING POSITIVE RELATIONSHIPS WITH CHILDREN

Responsive staff members will develop the skills of encouragement and positive communication to help children feel good about themselves. School age children want to do things for themselves and they want to be independent. They have now developed the creativity and initiative necessary to achieve this. They have a desire to please adults. Encouragement, which acknowledges children's efforts and feelings, is not the same as the praise that we give to children about their work. Praise about work needs to be descriptive eg, "I like the colours you have used in your painting and, I like the way you control the ball when you play soccer. Effective and responsive listening and expression occurs through verbal and non-verbal communication with the Coach/Volunteer using a calm voice, warm manner and accepting body language.

The Principles of Positive Interactions with Children

1. Staff interactions with children are warm and friendly
2. Staff treat all children equally and try to accommodate their individual needs: they respect diversity of backgrounds
3. Staff treat all children equally and try to accommodate their individual needs: they treat both sexes without bias
4. Staff use a positive approach in managing the behaviour of children
5. Staff are responsive to children's feeling and needs
6. Staff initiate and maintain communication with children
7. Staff show respect for children's developing competence, and foster their self esteem and independence
8. Staff motivate children by stimulating their curiosity and thinking
9. Staff create a pleasant atmosphere and safe environment
10. Staff communicate well and respect members of the team

TRANSITIONS

Transitions are 'between activity' times. Managing transitions so they are smooth requires good communication amongst staff, and between staff and children - everyone knows the routine for the day's activities. Children are able to manage their own 'free' transition times however when staff ask children to sit and wait for a long time for an activity, school age children can become extremely impatient and thus can exhibit challenging behaviours.

On these occasions' adults need a few tricks up their sleeves, such as a selection of good skill building games or favourite activities. This will draw the children to you as you demonstrate your skills, and an understanding and flexible personality - and your referent and expert power.

ACTIVE LISTENING

What is Active Listening?	Some of the things that limit listening
Understand why you are listening Listen with your whole body	Interrupting while the child is talking
Give feedback and respond to the child Show empathy if the child is anxious	Selective hearing
Look for positive points ^[1] _[SEP] Forget about talking while you are listening	Interrupting while the child is talking
Listen to the whole story ^[1] _[SEP] Put the child at ease, then relax yourself	Letting emotions control your listening
Encourage the child to develop their communication skills	Letting anxiety sway what you hear

The Six Steps of Conflict Resolution

Resolving conflict amongst children is one of the most challenging issues for staff members. The process to resolve conflict can be broken down into a simple sequential process. Effective conflict resolution skills, as in the development of all skills, takes practice.

1. Calming and focusing: wait until everybody has calmed down before you try to resolve the conflict. Keep calm yourself.
2. Turning attention to the children concerned: Make sure that all the children involved get to have their say (and other children are reminded to listen whilst they all get their say), everyone needs to put forward their point of view, one at a time. Take charge by calmly asking each child what the problem is.
3. State the problem: For example – “after listening to you all, it sounds like the problem is that you all want to play different games in the same place.
4. Bargaining: Sometimes there is a solution where everybody wins, however usually someone has to compromise, discuss the option of sharing (children can resolve their conflict when given options, use a facilitators approach) give each child time to have a turn if for example the argument is about using equipment (you will find that with the short attention span of children that some will drift off to another activity and those that want to play together will).
5. Prevention: Encourage children to think about alternatives if the situation occurs again, and encourage children to use their ‘words’ and not their bodies. For example “next time you both want to use the bike talk about taking turns.
6. Affirmation: Give everyone praise for resolving the conflict and provide encouragement to the children that willingly take turns.

STAFF AS ROLE MODELS

As the French moralist Joseph Joubert said “Children have more need of models than of critics”.

Social Learning Theory Theorist, Albert Bandura, through research and experimentation, determined that the process of observing and imitating a specific behaviour is called modelling. By observing and imitating models we learn all kinds of social behaviours. The bad news from such studies is that antisocial models – in one’s family or on TV – may have antisocial effects. This helps us to understand that to persuade children to smoke, we expose them to parents and older youth who smoke. The good news is that prosocial (positive and helpful) models can have prosocial effects, so that to encourage children to read, you need to read to them and surround them with books and people who read.

Social learning theory is just one of the ways children can learn.

Children also learn by:

- Actively participating by doing - so they take ownership of what they do
- Having goals – so they are motivated to succeed
- Practice, in small steps – so they can reach their goals
- Being with a supportive group – so learning is supported by staff that like children
- Being involved – so learning has relevance, fun, interest and meaning
- Giving children the skills to take control of their futures

ROLE MODELLING

Cooroy Gymnastics Club staff members should model the prosocial behaviours that they expect from children. For example staff members can be cooperative and helpful, they can share, empathise and affirm co-workers. The effect of modelling is enhanced by explanation. Staff members need to explain to children what they are doing and why they are engaging in the behaviour. For example “I am very hungry, today’s snack looks really delicious, but I will only take my share or there will not be enough to go around”.

You also need to model resistance to temptation – for example, not cheating, not lying, not taking more than your share, or “I cannot tell a lie, the tennis ball was outside the line”. It is important to state the rule and the explanation for the

behaviour. Being a good role model increases your referent power, you lead by example. The staff are the adults who supervise the children. When the children are involved in activities, the staff are responsible for their safety and well-being, this is known as a duty of care.

Staff also have a responsibility to create and maintain a positive environment, one which is cooperative and respectful of all children's individual differences.

What Kinds of Behaviours are regarded as Serious Breaches of the Cooroy Gymnastics Club Codes of Behaviour?

The following behaviours are considered serious breaches of the Code of Behaviour:

- Violent or abusive behaviour towards another person.
- Vilification of any kind towards another person.
- Discrimination against another person based on their age, gender or sexual orientation.
- Discrimination against another person based on their race, culture, religion or any other irrelevant personal characteristic.
- Sexual harassment or intimidation of another person.
- Victimization of another person for exercising their rights through the Code of Conduct.
- Failure to maintain a safe environment.

If any of these behaviours take place within a sport or recreational context, the relevant State Sporting Association, association or club is able to impose penalties or sanctions. For this to occur, the breach must be confirmed through an appropriate assessment process at the appropriate level.

Our Club has received a Complaint. What should we do?

In the event of someone making a complaint to the Cooroy Gymnastics Club about a possible breach of the Code, you should in the first instance refer to your Club Constitution for the relevant Code of Conduct or Member Protection Policy to determine what processes are in place.

Complaints vary in their degree of seriousness, but it is vital to treat all complaints and possible breaches of the Code of Conduct seriously. Some will be adequately resolved informally, whilst others may be instances of unlawful behaviour and are therefore best resolved formally by an external agency such as the Police.

HOW DO I LODGE A COMPLAINT AGAINST SOMEONE WHO HAS BREACHED THE CODE?

Every member of Cooroy Gymnastics Club has the right to participate in a club that is safe, welcoming and inclusive. If you have witnessed a breach, or have been subjected to behaviours that are not tolerated under the Club Codes of Behaviour, contact the Head Coach in the first instance. If the complaint involves the head coach, contact the President immediately.

WHAT ARE THE POSSIBLE CONSEQUENCES IF THE CODE OF BEHAVIOUR IS BREACHED?

Sanctions/Penalties for breaching the Codes of Behaviour will depend on a number of factors and be at the discretion of the Committee. Factors include:

- Who breached the Code?
- The seriousness of the breach
- How and when did they breach the Code?
- What were the effects of the breach?
- Whether this behaviour has taken place repeatedly or is a one-off.

SANCTIONS MAY INCLUDE:

- Requesting a person to change their behaviour
- Issuing a formal or informal warning
- Asking a person to leave the club facility

- Banning a person from entering the Cooroy Gymnastics Club grounds or facility
- Imposing a ban on a gymnast, parent, volunteer, spectator or official

In rare and serious cases, where a breach of the Code constitutes unlawful behaviour, it may be necessary to involve the Police.

CONFIDENTIALITY AND REPORTING

All breaches and complaints should be treated as confidential and fully documented including witnesses, times, dates and all relevant facts. Record only the facts, omitting any hearsay or unsubstantiated information.

COOROY GYMNASTICS CLUB FEES POLICY

Statement of Commitment

COOROY GYMNASTICS CLUB is committed to providing an up-to-date facility with the highest quality equipment and services. To achieve these objectives, the club must implement fees and charges for its services and facilities.

Policy Application

This policy applies to the COOROY GYMNASTICS CLUB Committee, staff, volunteers, members and all users of the club's facilities and classes.

Policy Coverage

This policy serves to cover all fee development, invoicing, collection and receipting for COOROYGYMNASTICS CLUB.

Roles & Responsibilities

Committee

- Approve the fees for each calendar year.
- Approve the procedures for invoicing, collecting and receipting of the fees.
- Approve the procedures for collecting overdue fees.
- Advise the fees for each calendar year.
- Advise the procedures for invoicing, collecting and receipting of the fees.
- Advise the procedures for collecting overdue fees.
- Ensure all staff are following the correct procedures.
- Handle any disagreements, arguments and complaints associated with fees, payments and refunds.
- Approve all refunds.

Book-keeper

- Produce and distribute invoices.
- Collect and receipt fees.
- Provide up-to-date records of received and outstanding fees and payments.

Members

- Responsible for payment of all fees owed to COOROY GYMNASTICS CLUB as per the rules outlined in this policy.
- Policy Rules and Breaches Consequences

DETERMINING THE FEES

The Committee will undertake a review of all fees charged by the club when approving the annual financial budget for the year ahead. Factors that must be considered are:

- Viability of classes offered.
- Insurances and affiliation.
- Employment and wages.
- Operational costs.
- Maintenance and upgrades to current facilities.

Enrolment/Registration Fee

An annual registration is to be paid prior to each child commencing gymnastics. This fee covers administration costs and includes Registration and Insurance with Gymnastics Queensland and Gymnastics Australia for the calendar year. This is not included in the Term Fee structure and is NONREFUNDABLE.

Member Accounts

- All invoicing will be completed by the club's book-keeper
- Invoices are issued for Term training fees and Squad Holiday training.
- Invoices are issued for competition entry fees, uniform or Annual re-enrolment.
- Invoices will be available from the office upon commencement of the term upon request
- Invoicing will be completed prior to the commencement of the 1st week of each school Term for all continuing participants and by the 2nd week of participation for all new members.
- A full Term is charged when the member commences within the 1st week of the Term. A pro rata fee is charged thereafter.
- Term Fees are based on the number of weeks in the Term and are calculated dependent upon Program Structure.
- Classes are not held on Public Holidays.
- All payments are NON-REFUNDABLE.

Enquiries

Please refer any queries to the club's book-keeper. Escalation of fee queries is to the committee via the Treasurer, not coaches.

Payments

- All payments can be made by cash, cheque or Internet Banking. Internet Banking is our preferred method.
- Bank account details are printed on all Invoices and Statements.
- Please use your child's surname and/or Ref: number as the Payment Reference.
- Receipts will be issued for all payments except for direct deposits but can be issued if required/requested.
- Term fees are to be paid at commencement of term.
- If a cheque is dishonoured, all bank charges will be added to the members' account and the total must be paid in cash.
- Cheques are to be made payable to: COOROY GYMNASTICS CLUB.
- Cheque or cash payments are not to be handed to the Coaches.

Re-Enrolment/Re-Booking

Gymnasts are not automatically rolled over to the next term an invoice will be sent out towards the end of the current term for the future term. A \$20.00 re-booking deposit is required by all gymnasts and is to be paid by the priority date confirming their spot for the future term. This will be deducted from their invoice. As a courtesy

Parents are requested to notify the Club prior to the commencement of the new Term if a gymnast will not be returning. If we are notified after term commences of non-attendance or withdrawal this fee becomes NON REFUNDABLE.

Late/Overdue Fees

COOROY GYMNASTICS CLUB is a NON-PROFIT ORGANISATION, managed by a Committee of volunteers.

We rely upon the timely payment of fees in order to function. Fees are due within **the first 2 weeks of each term** and the Club reserves the right to withdraw its services thereafter.

- Fees must be paid in full unless arrangements have been made with the book-keeper for a payment plan. If paying via payment plan, the weekly/fortnightly payment must cover the scheduled weekly/fortnightly fees in advance.

- For habitual slow payers, if no payments have been made within the 14 days, the following course of action will be taken:
 1. Book-keeper will make a phone call asking for payment in full (Week 3)
 2. If payment has not been received during Week 3, a "Pending Suspension of Gymnast" letter will be issued (Signed by Treasurer) with the terms being 7 days.
 3. If payment has not been received by the end of Week 4, the suspension will be enforced by the Treasurer (phone call to parent)
 4. Any requests for payment plans at this stage, must include back-payment of weeks elapsed eg. If week 5 and amount owing is \$50 per week, parent must make a payment of \$250 + \$25 Admin fee for the child to be allowed to resume training.
 5. Children in the squad program are not allowed to participate in Competitions and/or events until all fees are paid or the parents have engaged in a payment plan.
 6. In the event of Non-Payment, the account may be placed in the hands of a debt collection agency.

REFUNDS

Non-attendance does not qualify for a refund or credit.

CANCELLATION

If a class is cancelled by the club, a make-up class will be offered. If the make-up class cannot be held, a pro rata adjusted credit of Term fees will be made to your account.

ILLNESS OR INJURY

Application for a credit or refund may be submitted in writing to the Treasurer if illness or injury extends 2 or more weeks. Any such claim must be accompanied by a medical certificate. In the case of injury, the athlete may need to pass a fitness test by their coach, prior to returning to training. If injury occurred during Training and a claim for insurance is being made this must be done in accordance with our injury procedure policy.

FAMILY HOLIDAYS

Inability to attend due to holidays being taken during scheduled class times will not entitle the family to a refund or credit at any time. Unless this is for a period of 3 weeks or more.

CEASING AT OUR REQUEST

If the club discontinues a program, withdraws a position or requests a member be removed from a program, the members' account will be given a pro rata adjusted credit or refund for the balance of fees.

VOLUNTARY WITHDRAWAL

No refunds apply to Gymnastics Queensland Registration, Club membership or Training Fees.

SUSPENSION

Absence due to suspension as a disciplinary measure will not entitle the member to any refund or credit as a position in the class is being held for that person whilst on suspension. Should the member withdraw from the program during a period of suspension, the usual Voluntary Withdrawal Policy will apply (see above).

CLOTHING AND MERCHANDISE

No refunds or credit will be given for merchandise or clothing purchased in the club.

Confidentiality and Reporting

The COOROY GYMNASTICS CLUB Committee of Management and administration responsible for implementing this policy will keep confidential the names and details of all members and their payments unless disclosure is necessary for entry to competitions, insurance purposes, by Gymnastics Queensland, or as part of the disciplinary or corrective process in the

event of a breach of policy. A report of all received and outstanding fees will be completed by the club administrators at the end of each Term/month and provided to the Club Treasurer and Committee for review.

COOROY GYMNASTICS CLUB PRIVACY POLICY

1 Statement of Commitment

The Cooroy Gymnastics Club is committed to protecting the privacy of our clients, employees and volunteers. We have issued this Privacy Policy to explain why we collect personal information and how we may use or disclose it.

The Cooroy Gymnastics Club will act in accordance with the National Privacy Principles contained in the Privacy Act 1988 (Cth), the Privacy Amendment (Private Sector) Act 2000 (Cth) and the Health Records (Privacy and Access) Act 1997 (VIC), in the collection of, management of, use and provision of access to, information about its clients, staff and volunteers.

2 Policy Overview

The following implementation guidelines provide:

- a) a Summary of the National Privacy Principles (NPPs);
- b) an overview of the NPPs to which the Cooroy Gymnastic Club is complying;
- c) an outline of the Cooroy Gymnastics Club's operating procedure to each of the policy statements;
- d) procedures to be followed in the event of the transfer or closure of the Cooroy Gymnastics Club;
- e) guidelines regarding consent; and
- f) complaints procedures.

3 Definitions

- a) Personal Information held by the Cooroy Gymnastics Club may include names, current or previous addresses, date of birth, telephone numbers, email addresses, bank account details, credit card details, occupation, driver's licence number, Medicare number, tax file number, concession card number, student identification number, passport number, parent, guardian or next of kin details and gender.
- b) Health Information held by the Cooroy Gymnastics Club may include information about physical or mental health, disability, medical condition, treatment and management.
- c) Sensitive Information held by the Cooroy Gymnastics Club may include information about an individual's racial or ethnic origin, political opinions, membership or political association, religious beliefs or affiliations, philosophical beliefs, membership of a profession or trade association, membership of a trade union, sexual preference or practices, criminal record or health information.

The Cooroy Gymnastics Club may, from time to time, review and update this Privacy Policy to take account of new laws, technology and services provided by the Cooroy Gymnastics Club.

4 Summary Of The National Privacy Principles (NPPs)

- 4.1 Collection (NPP1). Collection of personal information must be fair, lawful and not intrusive. A person must be told the organisations name, the purpose of and the procedure for, the collection of the personal information.
- 4.2 Use and Disclosure (NPP2). An organisation should only use or disclose information for the purpose it was collected unless the person has consented, or the secondary purpose is related to the primary purpose and the

person would reasonably expect such use or disclosure, or the use for marketing in specified circumstances, or in circumstances related to the public interest such as law enforcement and public or individual health and safety.

- 4.3 Data Quality (NPP3). An organisation must take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.
- 4.4 Data Security (NPP4). An organisation must take reasonable steps to protect the information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- 4.5 Openness (NPP5). An organisation must have a policy document outlining its information handling practices and make this available to anyone who asks.
- 4.6 Access and Correction (NPP6). An organisation must give an individual access to personal information it holds about that individual on request.
- 4.7 Identifiers (NPP7). An organisation must not adopt, use or disclose, an identifier that has been assigned by a commonwealth 'agency'. Example: Tax File numbers, Medicare numbers.
- 4.8 Anonymity (NPP8). Organisations must give people the option to interact anonymously whenever it is lawful and practical to do so.
- 4.9 Transborder Data Flows (NPP9). An organisation can only transfer personal information to a recipient in a foreign country in circumstances where the information will have appropriate protection.
- 4.10 Sensitive Information (NPP10). An organisation must not collect sensitive information unless the individual has consented, it is required by law, or in other specified circumstances.

5 Cooroy Gymnastics Club's Operating Procedures.

- 5.1 Collection of Personal or Health Information. Kinds of information collected and held by Cooroy Gymnastics Club:
 - a) name, address and phone numbers (including emergency contact details);
 - b) information about your children whenever he or she enrolls in a Cooroy Gymnastics Club program;
 - c) information about court orders, custody or guardianship issues, in relation to a child who enrolls in a Cooroy Gymnastics Club program;
 - d) information provided as answers to forms you complete in relation to enrolment or membership; and
 - e) information collected when a member suffers an injury while under Cooroy Gymnastics Club supervision.

The Cooroy Gymnastics Club collects information directly from our clients, employees and volunteers in a number of ways:

- a) from the individual directly;
- b) from third parties such as related companies or contract providers;
- c) from publicly available sources of information; and
- d) from outsource service providers and individual representatives such as legal representatives.

The Cooroy Gymnastics Club will only collect information deemed necessary. Cooroy Gymnastics Club employees who are unsure if the information should be collected, used or disclosed, should ask the person concerned for consent.

5.2 Children and Personal or Health Information

The Cooroy Gymnastics Club does not collect personal information about anyone under the age of 18 without the consent of a parent or legal guardian. Best Practice: Under Common Law, considerations of what an appropriate age is, taking into account factors like the maturity of the child and the child's ability to understand what consent is being given to, and the individual circumstance of the child (for example, the child may be living independently). Therefore, it may be necessary to be flexible in regard to application of the Cooroy Gymnastics Club Privacy Policy to the differing circumstances of the individuals the Cooroy Gymnastics Club deals with.

5.3 The Use of Personal or Health Information

The Cooroy Gymnastics Club uses personal information in order to:

- a) provide a range of programs and services to individuals;

- b) administer and manage those services, including charging and collecting payments;
- c) organise enrolment into training, courses or programs;
- d) payroll purposes;
- e) conduct appropriate checks, including Police checks;
- f) research for the development of our services; and
- g) inform people about the services and programs offered by the Cooroy Gymnastics Club.

Best Practice: If the Cooroy Gymnastics Club uses personal information for any other purpose other than listed above, we should inform the person whose information we are using of its use and reason for collection.

5.4 Disclosure of Personal or Health Information

The Cooroy Gymnastics Club may be required to disclose your information to third parties. The Cooroy Gymnastics Club will seek the consent of the individual prior to disclosing any personal or health information to a third party. The Cooroy Gymnastics Club will require all third parties to protect your personal information according to National Privacy Principles.

The Cooroy Gymnastics Club may disclose information to:

- a) outsourced service providers who manage the services we provide including:
 - i. information technology services;
 - ii. our professional advisers, including accountants, auditors, lawyers, insurers,
- b) government and regulatory authorities and other organisations, as required by the law. (For example to Australian Taxation Office, National Training Authorities, Workcover and Department of Family and Community Services);
 - i. owners of the facilities which are managed by the Cooroy Gymnastics Club dependent upon the contract specifications; and
 - ii. in the case of children, the Cooroy Gymnastics Club may disclose information to their parents or guardians.

5.5 Data Quality

The Cooroy Gymnastics Club takes reasonable steps to ensure that personal information is accurate, complete and up to date whenever we collect, use or disclose it. Cooroy Gymnastics Club clients, staff or volunteers are encouraged to ensure that data is accurate, complete and up to date.

Best Practice: The Cooroy Gymnastics Club should ask staff and customers to report changes of details or personal or health information to the Cooroy Gymnastics Club within 14 days of change.

5.6 Data Security and Retention

The Cooroy Gymnastics Club takes all reasonable steps to protect personal information from loss, misuse, unauthorised disclosure or destruction. The Cooroy Gymnastics Club's Records Policy outlines the retention period for information collected by the Cooroy Gymnastics Club. Only authorised Cooroy Gymnastics Club staff, volunteers, or sub-contractors may have access to personal information for an approved purpose. Cooroy Gymnastics Club should ensure that areas which store personal information, are secured with lock and keys or protected by passwords. The Cooroy Gymnastics Club complies with current legislative regulations which relate to data security and retention protocols developed by government departments. In accordance with the Health Records Act, all health information collected by the Cooroy Gymnastics Club will not be deleted.

All health information will be retained for a period of time that is either:

- a) in the case of health information collected while the individual was a child, the information should be retained until the individual is 25 years old; or
- b) in any case, more than 7 years after the last occasion on which a health service was provided to the person by the Cooroy Gymnastics Club.

5.7 Openness

The Cooroy Gymnastics Club Privacy Policy will be available to:

- a) employees and volunteers through an information sheet and induction process; and
- b) to the community, members, and clients through external promotional material brochures and on the website.

5.8 Access and Correction

Access to personal information collected and stored by the Cooroy Gymnastics Club will be administered according to the provisions of the Commonwealth Privacy Legislation. The Cooroy Gymnastics Club must notify individuals about their right of access to their information when you collect it, or as soon as practicable afterwards.

Upon individual requests for access to personal information, the Cooroy Gymnastics Club will provide access to personal information having regard to the following:

- a) In certain circumstances, the law permits the Cooroy Gymnastics Club to refuse requests to provide access to personal information. This may occur in situations where providing access would be a breach in confidentiality under law, such as a breach of professional privilege.
- b) In circumstances where access has been approved, the Cooroy Gymnastics Club will provide the applicant with an opportunity to view the documents without copying or leaving the premises.
- c) If personal information which the Cooroy Gymnastics Club has collected, used or disclosed is inaccurate, incomplete or not up to date, the Cooroy Gymnastics Club encourages individuals to notify the organisation in order to make the necessary corrections. These corrections will be made within 30 days of notification.
- d) In circumstances where the Cooroy Gymnastics Club does not agree with the individual's view of recorded information, we will provide reasons where access is denied – stating all reasons in a written decision.
- e) Unsatisfied applicants can refer your decision to the Privacy Commissioners for review or conciliation.
- f) Access to personal information for the purposes of viewing or correction will only be available to people requesting changes to their specific information or authorised carers/guardians with the consent of the person requesting the information
- g) Seek independent legal advice if in doubt.
- h) The Cooroy Gymnastics Club will deal with applications to view personal information within 30 days of receipt of application.
- i) There is no charge for lodging such a request, however CGC may recover some of the costs incurred in supplying people with access to this information.

5.9 Unique Identifiers

The Cooroy Gymnastics Club may be required to collect individual identifiers such as tax file numbers, Medicare numbers, and social security numbers for the purpose of providing services to staff, volunteers and clients. These identifiers will only be disclosed to agencies as required by law.

Best Practice: Use and disclosure of Commonwealth Government identifiers is regulated by the Privacy Act 1988. Collection of individual's tax file numbers is regulated by the Tax File Number Guidelines and is restricted to lawful tax file number recipients. For more information please visit: <http://www.privacy.gov.au/publications/page3.html#13>

5.10 Anonymity

Wherever it is lawful and reasonable to do so, the Cooroy Gymnastics Club will provide an opportunity to remain anonymous. The Cooroy Gymnastics Club should notify its clients, staff and volunteers that if they choose to remain anonymous, then in many cases the organisation will be unable to provide a service. e.g. purchase of membership, apply for camps or programs, apply for employment. The Cooroy Gymnastics Club must only collect these identifiers for recognised purposes.

5.11 Transborder Data Flows

The Cooroy Gymnastics Club does not transfer any personal information of staff, volunteers or clients either interstate or overseas, without the consent of the individual.

5.12 Sensitive Information

The Cooroy Gymnastics Club will only collect sensitive information when:

- a) the individual has consented; or
- b) the collection is required by law.

The Cooroy Gymnastics Club will not disclose sensitive information without the individuals consent.

6 Transfer/Closure of Service

In the event of Cooroy Gymnastics Club being transferred, sold, leased or cease operation, the Cooroy Gymnastics Club will:

- a) publish a notice in the local newspaper, circulating the locality of the practice stating:
 - i. that the business has been sold, changed management or closed down;
 - ii. the way in which the Cooroy Gymnastics Club proposes to retain the information held by the CooroyGymnastics Club about individuals who have received services from the Cooroy Gymnastics Club; and
 - iii. outline if the Cooroy Gymnastics Club proposes to retain the information or the new owner or management agencies,
- b) notify the individuals who have received a service from the Cooroy Gymnastics Club in writing within 21 days.

After 21 days from the date the notice appeared in the local newspaper or individual letter, the Cooroy Gymnastics Club will indicate if the information is being:

- a) retained by the Cooroy Gymnastics Club;
- b) transferred to the new health service provider; and/or
- c) transferred to the individual or a health service provider nominated by them.

7 Transferring Information to another Service Provider

The Cooroy Gymnastics Club will transfer the information to the designated or recognised health provider free of charge on the completion of a “Personal Health Information Transfer Form”. This form must be completed when the individual or legal guardian requests the transfer. The Cooroy Gymnastics Club must transfer the information within 14 working days.

8 Consent

By acquiring or using the Cooroy Gymnastics Club services, products or sites, individuals consent to the reasonable collection, use and disclosure of personal information.

Consent is valid when:

- a) the person has legal capacity to consent: ability to understand the specific nature and effect of consenting; and
- b) their consent when given is informed, freely given, specific and current.

If an individual cannot consent because of an impairment or age then consult their authorised representative, or if none, a person whom you reasonably believe can make decisions in the individual’s best interests.

Authorised representatives are:

- a) parents and guardians;
- b) agents under the Medical Treatments Act;
- c) administrators; and
- d) persons holding enduring power of attorney.

Consent for Minors

A Child has legal capacity to consent when they have the intelligence and maturity to understand the nature and effect (potential consequences) of consenting to a particular action or arrangement. Age will be relevant, however it will not be decisive. The Cooroy Gymnastics Club does not collect, use or disclose personal information about anyone under the age of 18 unless we have the consent of a parent or guardian.

9 Complaints Procedure

Customers, staff or volunteers can lodge a formal complaint regarding the manner in which personal information is collected, used or disclosed. All complaints must be handled in accordance with the “Cooroy Gymnastics Club Customer Feedback Procedure”.

10 Further Information

Customers, staff or volunteers who have questions about the Cooroy Gymnastics Club Privacy Policy can contact Cooroy Gymnastics Club 07 5442 5800. Sporting Complex, Mary River Road Cooroy Sunshine Coast QLD 4563 or The Office of the Federal Privacy Commissioner on 1300 363 992 or www.privacy.gov.au

COOROY GYMNASTICS CLUB RISK MANAGEMENT POLICY

Risk Management

The management of risk is an integral part of good management practice. There is a direct relationship between risk and opportunity in all organisations activities, and as such, an organisation needs to be able to identify, measure and manage its risks in order to be able to capitalise on those opportunities and achieve its goals and objectives.

Risk Management is simply the practice of systematically identifying and understanding risks and the processes in place to manage them. Ultimately, the process gets you to a point of deciding whether, in the context of a particular activity, a risk is acceptable or requires further action. It allows an organisation to be pro- active rather than reactive – creating a safer environment and “legally safer” operational procedures.

To be most effective, risk management should become part of an organisation’s culture and should be integrated into its philosophy, practices and business plans rather than being done in isolation. Like all good management practices it should be driven from the top down and be recognised as the responsibility of everyone.

By having a structured approach to risk management, the following outcomes are likely:

- More effective decisions and transparency in decision making
- Effective delivery of sporting services
- High standards of service and safety for participants, coaches, officials, spectators and volunteers
- Effective allocation and use of resources – lower costs and increased budget certainty
- High standards of accountability
- Creativity and innovation in management practice
- Improve morale within the organisation
- Consideration of legal issues and improved compliance with the law, regulations and other formal requirements.

The importance of addressing risk management within your organisation is identified in the Australian Sports Commission’s ‘Governance Principles: A Good Practice Guide’ Principle 3.4 which states: That the board/ committee should have in place an effective risk management strategy and process. This will require the board/committee to take actions to identify key risks facing the organisation and ensure that risk management strategies are developed and actioned. The risk management system should comply with the Australian Risk Management Standard AS/NZS 4360:2004

Risk Management Process

Risk Management is a five step process:

Step 1 – Establish the context

Step 2 – Identify the risks

Step 3 – Analyse the risks

Step 4 – Evaluate the risks

Step 5 – Treat the risks

Throughout each step it is essential that there is consultation and communication with everyone in your organisation’s functions, activities and events. More detail of the risk management process is provided in the document titled ‘Risk Management Process’ which also includes an example of how to apply the risk priority scale to identified risks.

Risk Management Implementation

Ideally, responsibility for treatment of risk should be borne by those best able to control the risk. The successful implementation of the risk treatment plan requires an effective management system that specifies the methods chosen, assigns responsibilities and individual accountabilities for actions and monitors them against specified criteria. If after treatment there is residual risk, a decision should be made as to whether to retain this risk or repeat the risk treatment process.

The key steps in implementing a Risk Management process within an organisation are:

- Support of committee – this involves developing an organisational risk management philosophy and awareness of risk at the highest level and includes nominating a committee person (eg chairman) to act as the facilitator of the process.
- Development of the Risk Management framework – this helps to define the context for managing risk within an organisation and includes developing a risk management policy, use of the risk priority table and identifying ways to capture and record risk information.
- Communication/Education – a program of education and communication needs to be developed which includes dissemination of the policy and procedure, awareness raising about managing risks and education sessions on specific identified risks.
- Monitor and review – establish a process for different areas of your organisation to report on their risks and progress of treatments. Review this risk management process to ensure it is efficient and effective in meeting the objectives set out in the policy and that key organisational risks are being managed.

Attachment: Risk Register spreadsheet

COOROY GYMNASTICS CLUB HEALTH AND SAFETY POLICY

Statement of Commitment

The management of COOROY GYMNASTICS CLUB is committed to providing and maintaining a safe and healthy working environment for its employees and anyone entering upon its premises or with connection to the clubs business operations. The aim of COOROY GYMNASTICS CLUB Health and Safety Policy is to promote and maintain the health and wellbeing of staff, members, visitors, contractors and volunteers, and to minimise the risks of injuries.

Commitment

Cooroy Gymnastics Club is committed to ensuring the health and safety of all its employees, volunteers, contractors, temporary employees, clients and visitors. Likewise, we expect all employees, volunteers, contractors, temporary employees, clients and visitors to follow safe work practices as prescribed under the legislation and in our policies and procedures, and that they make every effort to reduce the risk of injury to themselves and others.

Cooroy Gymnastics Club also recognises the importance of providing adequate resources to support its commitment to WHS to further ensure that the workplace is safe and without risk to health and safety.

Compliance

All workplaces in Australia are protected by the *Work Health and Safety Act 2011* (WHS Act) and associated Regulations, Industry Codes of Practice and Australian Standards and this policy is designed to comply with this legislation.

Responsibilities

WHS is important and we all have a responsibility to ensure that we have a safe and healthy working environment and we require and support all employees, volunteers, contractors, temporary employees, clients and visitors to actively participate in all areas of WHS in the organisation so that we may achieve this goal.

Workers and other persons at the workplace are:

- not to endanger their own health and safety or that of others at the workplace;
- to follow instructions given to ensure health and safety;
- not to willfully or recklessly interfere with, or misuse anything provided to ensure health and safety; and
- to use personal protective equipment provided to carry out the work safely.

This means as a worker you should:

- conduct your work in a safe way and follow the procedure compiled for the work;
- use the personal protective equipment provided and maintain it when necessary;
- operate only machinery and equipment you have the competency to operate;
- report any faulty machinery and tools to your supervisor;
- report any hazards or unsafe conditions to your supervisor;
- report any injuries, illness and close calls (near misses);
- take care to protect your own health & safety and to avoid adversely affecting the health and safety of others at work;
- ensure you do not proceed with any task without having the appropriate knowledge or training to perform the job safely and correctly;
- follow all WH&S policies and procedures when undertaking assignments;
- obey any reasonable direction given in relation to health, safety or welfare matters;
- ensure you are not affected by drugs or alcohol at any time at work; and
- keep your work area in a clean and tidy state.

Consultation

Another key initiative in minimising WHS risk in our organisation is through consultation with workers. Therefore, we will consult, co-operate and co-ordinate our WHS activities with all other persons who have a WHS duty in relation to that activity, including contractors, temporary employees, volunteers and clients, so far as is reasonably practicable.

The information within this booklet provides your safety induction. You must use your best endeavours to comply with the requirements of the relevant work health and safety legislation, as provided in your Induction. This includes obeying all lawful instructions and complying with any lawful rules, processes and procedures as amended from time to time.

You must advise us of any change in your capacity, either physical or psychological, to work safely and without risk to health, including but not limited to any injury, illness or medication you are taking (prescribed or otherwise).

You must notify us if any party requests or directs you to perform unsafe tasks.

We may at our sole discretion, direct you to complete a medical assessment either prior to the commencement of your employment, or during the course of your employment, where it is reasonably required to determine your capacity to perform work safely and without risk to health and safety.

Policy Application and Coverage

The policy applies to all COOROY GYMNASTICS CLUB employees, members, visitors, contractors and volunteers. It also covers all activities both on and off the premises, including competitions, displays and events.

Policy Roles and Responsibilities

Manual Handling

Every year thousands of workers suffer painful injuries while performing manual handling tasks at work, at home and while doing a wide range of other activities. These injuries include sprains, strains, back injuries, hernias and soft tissue damage. This costs hundreds of millions of dollars in compensation and associated rehabilitation costs. The full cost of lost productivity and the social, family and personal impacts are immeasurable but huge. Manual handling includes activities such as; pushing, pulling, holding, lifting, carrying and restraining. It also includes repetitive tasks such as; packing, typing, assembling, cleaning and sorting, using hand tools and operating machinery and equipment.

Injuries are sustained through:

- incorrect lifting or handling practices;
- poor habitual postures;
- bad working habits:
 - bending;
 - twisting;
 - slouching;
 - arms raised; and
 - carrying a load too far from your body
- repetitive work; and
- vibration.

PROTECT YOUR BACK - ASK YOURSELF! CAN I USE MECHANICAL LIFTING AIDS?

RULES FOR LIFTING

Step 1 - Plan for the lift

Decide where the load is to be placed.
Make sure your path of travel is clear.

Step 2 - Prepare for the lift



Assess the weight of the load.
Decide how it is to be handled.

Step 3 - Determine the technique

Stand close to the load.
Adopt a balanced stance.
Avoid twisting, bending & reaching.

Step 4 - Starting the lift

Bend your knees.
Ensure a firm grip.

Step 5 – Lifting



Lift with your legs. Let the leg muscles do the work.
Maintain your natural back and lift smoothly.

Step 6 - Moving



Keep load close.
Maintain the natural spine position.
Don't twist your back, move your feet.

Step 7 – Lowering the load

Use your leg muscles to lower the load.

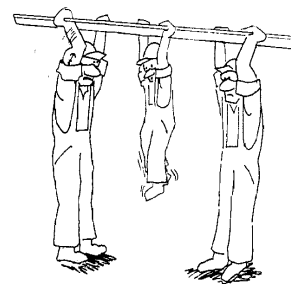
Keep your back as natural as possible. This applies whether you are lifting or lowering a load.

Bend in a semi-squat, don't twist your body.

Use Your Head

Ask yourself questions such as:

- can I use mechanical lifting aids to do the work?
- is the load too heavy?
- can I slide it instead of lifting it (push – don't pull)?
- is the load in my safe lifting zone?
- must I twist or stretch to get to the load?
- have I stretched my muscles to warm up before lifting?
- is the pathway clear of obstacles?
- can I see where I am going?
- do I need assistance?



Team Lifting

If an object is awkward and you believe it is too heavy for you to lift:

- ask a co-worker for assistance;
- select the same size people to carry the object;
- lift the object together; and
- talk to each other when lifting and lowering to ensure coordination.

Coaches and Members must

- Be dressed appropriately for class
- Remove jewellery and other ornaments where it is deemed to represent a threat to safety
- Secure long hair
- Secure spectacles during activity
- Be free of any physical injury which may affect their capacity to participate or which may be aggravated as a result of participating
- Ensure Injury Accident Procedures are followed
- Promote the use of relevant safety equipment

Program

The coach must ensure that the program includes:

- Appropriate warm-up, stretching and cool-down activities
- Instruction in prerequisite skills prior to each activity
- Activities which are safe for the students' level of readiness and appropriate for the skill
- Progressive and sequential skill development
- Activities which challenge the student to progress beyond past performances, master new skills, and achieve the fulfilment and personal development necessarily entailed in the process.

Equipment

Equipment and maintenance of equipment must include the following:

- Heights, distance and apparatus arrangements must be considered
- Apparatus must be appropriately arranged to allow for safe landings (spaced to allow for falls)
- Apparatus must be arranged so as to avoid students crossing the path of other participants
- Apparatus must be correctly assembled
- Matting should be sufficient for the activities to be performed and be in position to minimise risk of injury
- All metal equipment must be checked regularly for loose connections, rusty parts, faulty joints and condition of supports and springs
- All wooden equipment must be checked for loose screws and bolts, warping, splitting, splintering, rough edges, faulty joints and instability
- Mats must be checked regularly for torn materials, frayed edges, loss of resilience, uneven surfaces
- All ropes and ladders must be checked regularly for fraying and rotting
- Faulty equipment should be noted and action taken to repair it. Until it is repaired, faulty equipment must only be used for activities for which it is still safe. If there are no activities for which the equipment can safely be used, it must be removed from use. (Any faulty equipment must be removed from use.)

Moving Large/Heavy Equipment

- Extra care must be taken when moving large and/or heavy equipment for training or competitions
- All pack up and set up of large equipment is only to be done with the required number of adults assisting and under the full supervision of a senior coach
- Trampoline – 4-6 adults (males) plus Senior Coach to fold up and set up
- Large crash mats – 3 adults plus coach

- Double Mini – 3 adults plus coach
- P-Bars – 3 adults plus coach
- Uneven Bars – 3 adults plus coach
- Beams – 3 adults plus coach

Healthy Club

NUT FREE

COOROY GYMNASTICS CLUB is a Nut Free Zone. No food with peanuts or traces of nuts is to be consumed on the premises. Anaphylaxis Action Plans are to be provided (on Enrolment) by parents of children who have had previous anaphylactic events.

SMOKING

In accordance with Cooroy Gymnastics Club's legal responsibilities to provide a safe and healthy working environment, smoking is not permitted in any work area including the company owned vehicle. If you do smoke cigarettes, you must use the designated smoking areas only and must ensure you do not smoke within four (4) metres of any entrance to a building.

MEDICATIONS

COOROY GYMNASTICS CLUB discourages the use of medications in respect of injury/recovery that would enable a participant to compete where they would not otherwise have been able.

The Club is guided by the Sports Medicine Australia policy on the administration of medications by non-medical personnel.

HEALTHY EATING

COOROY GYMNASTICS CLUB recognises that healthy eating plays a critical role in the physical and mental development of children and in the performance abilities of children and adults. The Club acknowledges the importance of good nutrition for sports performance by promoting good nutrition and healthy eating messages.

Healthy food choices will be available at all events where food is available

Ensure that all food is stored and prepared according to guidelines

Promotion of the enjoyment of healthy eating and the role of food in relation to health via newsletters. Eg recipes, posters

Policy Breaches and Consequences

In the interests of maintaining safety, contractors, employees, visitors and customers are required to observe and comply with all health and safety standards and rules produced. This includes any safety signage or warnings, or instruction given by any club employee whilst on our premises.

Coaches, parents and senior gymnasts are expected to set appropriate examples and act as role models for junior club members. The club will make information available to club members and families to promote healthy lifestyles.

Breaches of the policy will be addressed through the Club Committee. Anyone wishing to discuss any aspect of this policy is invited to contact any members of the committee.

Confidentiality and Reporting

The COOROY GYMNASTICS CLUB Committee of Management and administration responsible for implementing this policy will keep confidential the names and details of all information unless disclosure is necessary as part of the disciplinary or corrective process in the event of a breach of policy. An analysis of

Injury Reports is completed each Term by the Gym Supervisor to ensure the risk of further injuries are minimized.

COOROY GYMNASTICS CLUB INJURY PROCEDURES

In the event of an injury or other accident at Cooroy Gymnastics Club, the following steps will be followed:

Injury Report Form:

An Injury Report Form must be completed for anyone that is injured during a COOROY GYMNASTICS CLUB event, function, activity or use of COOROY GYMNASTICS CLUB's services, no matter how minor the injury.

If an accident occurs:

- Stop the class, event or work and prevent any injured participants from moving or being harmed by further activity;
- Ensure the rest of the class is safe (give responsibility for your group to another coach to remove from the accident site) and remain at all times with the injured person; and
- Request assistance from the First Aid Officer (most senior qualified First Aid personnel) to assess the nature of the injury and give directions regarding treatment.

Talk to the participant:

- What happened?
- How did it happen?
- What did you feel?
- Where does it hurt?
- Have you injured this part before?

Observe the participant:

- Is the participant distressed?
- Is the participant lying in an unusual position?
- Is there any swelling?
- Is there any difference when compared to the opposite limb?

In the event of minor injury:

- Administer first aid – Rest, Ice, Compression and Elevation (RICE), gloves must be worn if blood is present;
- Notify parent/guardian at the conclusion of the class, or as soon as possible;
- When talking to parent/guardian, do not make any diagnosis other than the obvious (e.g. Jane hurt her leg) and do not accept or place blame for the accident on anyone or anything; for example, equipment.

In the event of major injury:

- Check Danger, Response, Airway, Breathing and Circulation (DR ABC) and administer first aid as required;
- Do not move the participant if there is a suspected neck or spinal injury, unless there is a risk to life present (e.g., falling debris, fire, explosion);
- Stay with the participant and keep them as calm and comfortable as possible;
- If the seriousness of the injury requires, call an ambulance;
- Telephone the parents/emergency contact and inform them of the situation, trying not to alarm them unnecessarily.
- When talking to parents, do not make any diagnosis other than the obvious (e.g. Jane hurt her leg) and do not accept or place blame for the accident on anyone or anything; for example, equipment.

Roles & Responsibilities

Coach / Staff

- Remain with participant until assistance is provided;
- Make contact with relevant emergency services;
- When in communication with ambulance, provide details regarding the nature of the injury, address and phone number you are calling from and address where injured party is;
- Talk to parent/guardian as soon as possible;
- Follow up with injured participant and parent/guardian; &
- Complete relevant sections of Injury Report Form.

First Aid Officer

- Provide assistance as most qualified first aid present;
- Review medical form and determine appropriate treatment response; &
- Complete relevant sections of Injury Report Form.
- Submit the Injury Report Form to the Floor Manager or Event Organiser at the conclusion of event, function or activity. Ensure that all witness details available are recorded.
- Photocopy the Injury Report Form and place a copy in the relevant Event Folder and the original in the Accident Report File within 48 hours.
- Complete a quarterly report on all accidents / injuries.

Other Information

- Any questions relative to Injury Reports should be directed to the Club Committee.
- The original form must never be removed from Cooroy Gymnastics Club.
- Information on the Accident Database will be utilised for Quarterly Reporting purposes for identifying injury prevention.

INCIDENT REPORT FORM

This form is to be completed in the event of accidents, incidents, near misses, dangerous occurrences or injuries by Employees/volunteers and contractors.

Please complete - Section A& B – for all incidents/accidents

Please complete - Section C - when an injury results

**All incidents, accidents or injuries are to be reported immediately.
You are to complete this form and provide it immediately to the Managing Director.**

Section A: INCIDENT/ACCIDENT NOTIFICATION (Complete responses)

Title:	Last Name:	Other names:	
Date of Birth:			
Email address:		Ph: (w)	Ph: (h)
Home address:			Post code:
Date and time of incident: / / : am / pm		Exact Location:	
Name of Company where injury occurred:			
Site Supervisor:			
How did the incident/accident happen?			
Were there any witnesses? Yes/No			
Name(s) of witness:		Ph:	

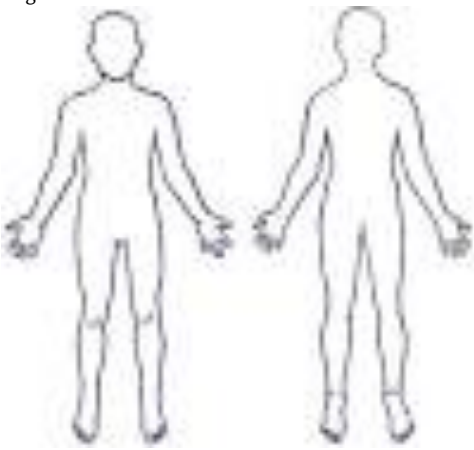
Section B: EMPLOYER NOTIFICATION

First Person Notified :	
Date and time notified / / : am/pm	
Managing Director Notified Date and time notified / / : am/pm	
Signed:	Date:

All incidents should have a risk assessment completed to
ensure the future WHS risk is minimised.
If there was no injury or illness, you do not need to complete Section C.

Section C: INJURY DETAILS (If applicable)

Type of injury or disease (eg burn):	Part(s) of the body affected:
Date and time when symptoms first noticed: / / : am/pm	
Was medical treatment given? No / First Aid / Nurse / Doctor / Hospital	
Name of person giving initial treatment:	
Date and time initial treatment given: / / : am/pm	
Does the injured person intend to lodge a claim for workers' compensation? Yes / No /Unknown	
Was time lost as a result of the injury? Yes / No How many hours/days?	

<p>(Provide details of the injury)</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<p>(Indicate location and nature of injury on the diagram)</p> <p style="text-align: center;">Right Left Right</p> <div style="text-align: center;"><p>FRONT VIEW REAR VIEW</p></div>
--	---

How long had you been working prior to the incident / injury? _____

How long had you been working on this task? _____

Is this task part of your normal duties? ☐ Yes ☐ No Have you been instructed / trained in this task? ☐ Yes ☐ No

What were you doing in the time prior to the incident / injury?

Are there any other factors involved (management, the environment, equipment, maintenance, individual)?

What do you think could have been done to prevent this incident from occurring?

Any other comments or observations?

Signed: _____ Date: ____/____/____

INJURY MANAGEMENT PROCEDURE – COMPETITIVE TEAMS

Your child's safety and their injury-free participation in our programs is our paramount undertaking. However, competitive gymnastic performance places extraordinary demands on the gymnast, and the risk of injury cannot be eliminated. This being the case, the following injury management process is recommended:

What is the purpose of this Injury Management Procedure?

- To minimise the extent of any initial damage and to limit inflammation, and promote healing
- Maintain or restore flexibility, strength, proprioception and overall physical condition during the healing phase – thus avoiding the “cycle of injury”.
- To functionally rehabilitate the injured gymnast so as to hasten a return to performance
- Assess and correct any predisposing factors, attempting to reduce a likelihood of a recurrence.

When should a gymnast discuss an injury or incident with their coach?

- If the gymnast is ill or injured prior to training,
- A sudden onset of pain during training that immediately limits normal training,
- Any and every time a gymnast feels concerned about an incident or injury, or a current injury worsens, and
- Whenever pain interferes with normal training – this will normally be a “pain score” of 3/10 or greater. Remember – gymnasts MUST never train with increasing pain!

Injury Management – for the first 24-72 hours following injury

- Immobilise, or limit use of the injured part
- Institute the R.I.C.E. regime: REST, ICE, COMPRESSION, and ELEVATION.
- Ice = 15 mins of compressed ice over injury, while resting, every two (2) hours. Compress & Elevate = Compress the injured joint or area with a compression sleeve/bandage. For example, while sleeping, raise an injured ankle on a pillow, or keep the injured side raised by lying on the uninjured side.
- Avoid use of heat, heat rubs, vigorous massage and activity during this first 72 hours.
- An injury that limits functional training (i.e. gymnast cannot sprint run AND bear weight on arms) must be referred on to medical professionals immediately for a written diagnosis and written clearance before a return to training is allowed.

Recommended Sports Physiotherapist

To enable accurate injury diagnosis and effective injury management, we expect all members to make immediate appointments with the following recommended physiotherapist.

Sports Physiotherapist: - Craig Steele, Interactive Physio - 07 5442 5556

Gymnastics Australia Insurance contacts – Parents contact the following office for insurance claim information and claim form.

Sports Cover – claims hotline – 1300 306 383. Claim forms will be mailed to your address or contact on-line and request a form via Email: gymnasticsaustralia@marshadvantage.com

What can a Gymnast do to prevent injury?

- Complete all aspects of the annual training program – especially the safety & falls program
- Maintain vigorous health – drink lots of water, eliminate saturated fats from their diet, get plenty of sleep.
- Never train when ill (with a raised body temperature). Avoid any late nights prior to training sessions or competitions.
- Be at their highest possible fitness level at all times – ANY training break decreases fitness.

- Always complete stretching exercises on rest days – see your coach for an individual program.
- Stay focused and ON Task during each and every training session and competition.

COOROY GYMNASTICS CLUB EQUIPMENT SAFETY POLICY

1. STATEMENT OF COMMITMENT

The Cooroy Gymnastics Club is committed to providing a safe environment through ensuring all facilities and equipment utilised are safe, well maintained and used according to their design, purpose and manufacture specifications. This will be achieved through:-

- Carrying out regular equipment safety checks
- Implementation of an annual equipment acquisition, maintenance, replacement scheme
- Providing appropriate training to staff, volunteers and members with respect to the set-up, use and storage of equipment

2. POLICY COVERAGE

Equipment and facilities includes those that are owned, leased, hired or borrowed by the club to carry out its activities regardless of the program, participant level and location of equipment or whether those involved are staff, members, volunteers or visitors.

3. POLICY APPLICATION

This policy applies to all equipment and facilities utilised by Cooroy Gymnastics Club for all activities associated with the club.

Core activities include:

- Administration
- General class training
- Conduct of competitions/events
- Holiday and school clinics
- Working bees
- Fundraising

4. ROLES AND RESPONSIBILITIES

This section specifies the roles and responsibilities of all parties involved in club activities:-

Committee

- Ensure that appropriate equipment safety procedures are implemented
- Ensure that all staff / volunteers are provided with appropriate training
- Ensure that equipment maintenance / replacement is considered within the annual budget
- Provide appropriate induction to staff and volunteers on appropriate usage of equipment and club facilities
- Monitor the day to day use of office equipment by all staff and members
- Check for safety prior to using any office equipment
- Remove any unsafe office equipment and organise the replacement or maintenance of any faulty equipment.

Head Coach/Coaching Coordinator/Gym Supervisor

- Ensure that regular gymnastic equipment safety checks (see Equipment Safety Checklist) are carried out monthly

- Monitor the day to day use of gymnastic equipment by all staff and members
- Check for safety prior to using any gymnastic equipment
- Remove any unsafe gymnastic equipment and alert the Committee of any equipment requiring maintenance/replacement
- Monitor the day to day use of gymnastic equipment by coaching staff and members
- Check for safety prior to using any gymnastic equipment
- Remove any unsafe gymnastic equipment and alert the Head Coach or Committee of any equipment requiring maintenance/replacement

Coach

- Monitor the day to day use of gymnastic equipment by members
- Check for safety prior to using any gymnastic equipment
- Remove any unsafe gymnastic equipment and alert the Head Coach or Committee of any equipment requiring maintenance/replacement
- Educate and empower members to utilise equipment in an appropriate manner

Athletes/Volunteers/Visitors

- Observe and comply with all health and safety standards and rules produced. This includes any safety signage or warnings, or instruction given by any club official whilst on our premises.

5. POLICY BREACHES AND CONSEQUENCES

It is a breach of this policy for any person or organisation to which this policy applies, to do anything contrary to this policy, including but not limited to:

- Breaching the Codes of Behaviour
- Bringing the sport of Gymnastics and Cooroy Gymnastics Club into disrepute, or acting in a manner likely to bring the sport of Gymnastics and Cooroy Gymnastics Club into disrepute;
- Failing to comply to Cooroy Gymnastics Club policies (including this policy) and procedures for the protection, safety and welfare of children
- If an individual to which this policy applies breaches this policy, disciplinary measure will be at the discretion of the Cooroy Gymnastics Club Committee. Any disciplinary measure imposed under this policy must:
- Be applied consistent with any contractual and employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach; and
- Be determined in accordance with our Constitution, By Laws, this policy and/or Rules of the sport.

6. CONFIDENTIALITY AND REPORTING

Any unsafe equipment or equipment in need of repair will be reported to the Committee immediately as indicated in the Equipment Procedures document. All repairs and replacements must be documented and filed securely with strict adherence to the Cooroy Gymnastics Club Privacy Policy and Cooroy Gymnastics Club Equipment Procedures.

7. EQUIPMENT PROCEDURES

Actions to be followed, roles and responsibilities specified in the Equipment Procedures, must be adhered to as per the documented procedure.

8. ACQUISITION, MAINTENANCE AND REPLACEMENT

The Management of Cooroy Gymnastics Club is committed to providing a safe environment through ensuring all facilities and equipment utilised are safe, well maintained and used according to their design, purpose and manufacture specifications. This will be achieved through:-

- Carrying out regular equipment safety checks
- Implementation of an annual equipment acquisition, maintenance, replacement scheme
- Providing appropriate training to staff, volunteers and members with respect to the set-up, use and storage of equipment
- Adhering to the Cooroy Gymnastics Club Equipment Procedure.

Attachment: Equipment Inspection spreadsheet

COOROY GYMNASTICS CLUB EQUIPMENT AND VENUE EDUCATION PROGRAM

1. STATEMENT OF COMMITMENT

The management of COOROY GYMNASTICS CLUB is committed to ensuring staff have a good working knowledge of the safe operation, set up and pack up of gymnastics equipment which is of great importance to the Club, both in order to ensure the safety of all, and to allow classes to run as efficiently and enjoyably as possible.

2. MANUAL HANDLING

(Deliver Module 4: Club Health and Safety Policy)

MANUAL HANDLING

In demonstrating Management's duty of care, the Committee will make every reasonable effort to: provide a working environment that minimises incidents of risk or personal injury, ill health or damage to property. This includes:

- Providing employees with appropriate training.
- Providing safe equipment and systems of work
- Regular consultation on health and safety issues
- Provide first aid equipment and accredited First Aiders at all training sessions and competitions.
- Ensuring adequate public liability and player insurance of all members.
- Encouraging all gymnasts with a prior or current injury to seek professional advice from a sports medicine professional and be fully rehabilitated before returning to train.
- Encourage all members to adopt practices that seek to prevent injury.
- A safe working culture is the responsibility of everyone and this can be best achieved through cooperative efforts of employees. A safe culture will be reinforced through:
- Continually identifying, assessing and controlling possible risks to the health and safety of people that may arise in the workplace.
- The provision of information concerning such risks and the promotion, instruction, training and supervision of employees to ensure safe work practices.
- Giving employees and customers the opportunity to participate in health and safety decisions that affect them.

Coaches and Members must

Be dressed appropriately for class

- Coaches are to wear the provided Club Shirts at all competitions/events and training
- Remove jewellery and other ornaments where it is deemed to represent a threat to safety
- Secure long hair
- Secure spectacles during activity
- Be free of any physical injury which may affect their capacity to participate or which may be aggravated as a result of participating
- Ensure Injury Accident Procedures are followed
- Promote the use of relevant safety equipment

PROGRAM

The coach must ensure that the program includes:

- Appropriate warm-up, stretching and cool-down activities
- Instruction in prerequisite skills prior to each activity
- Activities which are safe for the students' level of readiness and appropriate for the skill

- Progressive and sequential skill development
- Activities which challenge the student to progress beyond past performances, master new skills, and achieve the fulfilment and personal development necessarily entailed in the process.

EQUIPMENT

Equipment and maintenance of equipment must include the following:

- Heights, distance and apparatus arrangements must be considered
- Apparatus must be appropriately arranged to allow for safe landings (spaced to allow for falls)
- Apparatus must be arranged so as to avoid students crossing the path of other participants
- Apparatus must be correctly assembled
- Matting should be sufficient for the activities to be performed and be in position to minimise risk of injury
- All metal equipment must be checked regularly for loose connections, rusty parts, faulty joints and condition of supports and springs
- All wooden equipment must be checked for loose screws and bolts, warping, splitting, splintering, rough edges, faulty joints and instability
- Mats must be checked regularly for torn materials, frayed edges, loss of resilience, uneven surfaces
- All ropes and ladders must be checked regularly for fraying and rotting
- Faulty equipment should be noted and action taken to repair it. Until it is repaired, faulty equipment must only be used for activities for which it is still safe. If there are no activities for which the equipment can safely be used, it must be removed from use. (Any faulty equipment must be removed from use.)

Moving Large/Heavy Equipment:

- Extra care must be taken when moving large and/or heavy equipment for training or competitions
- All pack up and set up of large equipment is only to be done with the required number of adults assisting and under the full supervision of a senior coach
- Trampoline – 4-6 adults (males) plus Senior Coach to fold up and set up
- Large crash mats – 3 adults plus coach
- Double Mini – 3 adults plus coach
- P-Bars – 3 adults plus coach
- Uneven Bars – 3 adults plus coach
- Beams – 3 adults plus coach

3. EQUIPMENT POLICY, PROCEDURES & SAFETY CHECKLISTS

(Deliver Module 6: Club Health and Safety Policy)

4. EMERGENCY PROCEDURES

(Deliver Module 10: Emergency Procedures)

5. VENUE SAFETY CHECKLIST

(Deliver Module 21: Equipment and Venue Safety Checklist)

- Date of Training
- Trainee Name
- Trainer Name
- Date of Training
- Trainee Name
- Trainer Name

- Date of Training
- Trainee Name
- Trainer Name

COOROY GYMNASTICS CLUB EMERGENCY PROCEDURES

Evacuation

1. Remain calm.
2. Alert the most senior coach present, who will direct the evacuation and sound the alarm to evacuate the building. A continuous whistle blowing will signal the evacuation.
3. Administrators/Parents/Visitors are to evacuate the building in an orderly manner through the safest exit, to the designated assembly area and follow instructions from the Warden.
4. Coaches are to collect class rolls and move their group in an orderly manner through the safest exit, to the designated assembly area.
5. Coaches to conduct head count at the assembly area. Report any missing persons to the Head Coach. If all are present, remain with your group and stay calm until allowed to leave.
6. The Head Coach (or delegated responsible person) will check toilets, storerooms and offices, to ensure all persons have evacuated the building.
7. If necessary, the delegated responsible person will contact Emergency Services (000), stating:
 - Name & position
 - Telephone contact number
 - Location
 - Emergency type
 - Casualties/Unaccounted people
 - Assistance required; and
 - Known hazards
8. Attend to those in need of first aid.
9. Do not re-enter the building until directed by the Head Coach.

Follow-up

- Delegated responsible person to conduct follow-up within 7 days, or as soon as practical, to ensure issue is fixed.

Reporting

- Delegated responsible person to complete a written report within 24 hours and submit to the Club Committee.

Fire

1. . Remain calm.
2. . Alert the most senior coach present, who will direct the action to be taken.
3. . If the fire is small, the delegated responsible person may fight it with a fire extinguisher or building fire hose. Ensure the correct extinguisher for the type of fire is used. If you are not sure, check the label on the extinguisher. Do not attempt to use a fire extinguisher if you have never been instructed on how to use one
4. . If Evacuation is announced by the delegated responsible person/Head Coach, follow

Follow-up

- Delegated responsible person to conduct follow-up within 7 days, or as soon as practical, to ensure issue is fixed.

Reporting

- Delegated responsible person to complete a written report within 24 hours and submit to the Club Manager.

Fire Evacuation Procedures

1. . Remain calm.
2. . Alert the most senior coach present, who will direct the evacuation and sound the alarm to evacuate the building. A continuous whistle blowing will signal the evacuation.

3. . Administrators/Parents/Visitors are to evacuate the building in an orderly manner, crawling if necessary (smoke rises), through the safest exit, to the designated assembly area and follow instructions from the delegated responsible person.
4. . Coaches are to collect class rolls and move their group in an orderly manner, crawling if necessary (smoke rises), through the safest exit, to the designated assembly area.
5. Coaches to conduct head count at the assembly area. Report any missing persons to the delegated responsible person. If all are present, remain with your group and stay calm until allowed to leave.
6. The Head Coach (or delegated responsible person) will check toilets, storerooms and offices, to ensure all persons have evacuated the building.
7. If safe to do so, close all windows and doors and turn off electrical appliances prior to exiting the building.
8. If necessary, the Head Coach (or delegated responsible person) will contact Emergency Services (000), stating:
 - Name & position
 - Telephone contact number
 - Location
 - Emergency type Casualties/Unaccounted people Assistance required; and
 - Known hazards
9. Attend to those in need of first aid.
10. Do not re-enter the building until directed by the Warden.

Follow-up

- Warden to conduct follow-up within 7 days, or as soon as practical, to ensure issue is fixed.

Reporting

- Warden to complete a written report within 24 hours and submit to the Club Manager.

Accidents

1. If an accident occurs:
2. Stop the class activity and prevent the injured participant from moving or being harmed by further activity.
3. Ensure the rest of the class is safe (hand your group over to another coach to take away to another part of the gym).
4. Request assistance from the First Aid Officer (most senior qualified First Aid personnel) to assess then nature of the injury and give directions regarding necessary treatment.

Talk to the participant

- What happened?
- How did it happen?
- What did you feel?
- Where does it hurt?
- Have you injured this part before?

Observe whilst talking to the participant:

- Is the participant distressed?
- Is the participant lying in an unusual position/posture?
- Is there any swelling?
- Is there any difference when compared to the opposite limb?

NOTE: THE COACH MUST STAY WITH THE INJURED PARTICIPANT AT ALL TIMES.

Minor Injury:

1. Review the participants Medical Form and administer first aid – Rest/Ice/Compression/Elevation. Gloves must be worn if blood is present.
2. Notify parent or guardian at the conclusion of the class. When talking to parents, DO NOT make any diagnosis other than the obvious (e.g. Jane hurt her leg) and DEFINITELY do not accept or place blame for the accident on anyone.
3. Coach to call the participant within 24 – 48 hours to follow-up on recovery progress of injury.

Major Injury:

1. Review the participants Medical Form and check Danger/Response/Airway/Breathing/Circulation or administer other first aid, as required.
2. Do not move the participant if there is a suspected neck or spinal injury, unless there is a life threatening danger (i.e., falling debris, fire, explosion). Stay with the participant and keep them as calm and comfortable as possible.
3. Telephone the parents/emergency contact and inform them of the situation, trying not to alarm them unnecessarily. When talking to parents, DO NOT make any diagnosis other than the obvious (e.g. Jane hurt her leg) and DEFINITELY do not accept or place blame for the accident on anyone.
4. If the parents cannot be contacted, the coach has the discretionary right to call an ambulance (000), stating:
 - The nature of the injury
 - Address & Phone number you are calling from
5. Coach to call the participant within 24 hours to follow-up on recovery progress of injury.

Accident Reporting:

1. An Accident Report Form must be completed for every participant that is injured during class, no matter how small the injury.
2. Submit the Accident Report Form to the Head Coach at the conclusion of training/competition. Ensure that all witness details available are recorded.
3. Any questions relative to Accident Reports regarding an injury should be directed to the Head Coach.
4. Head Coach to enter details on the 'Accident Database' and file original form in 'Accident Record File'. The original form must never be removed from Cooroy Gymnastics Club.
5. Information on the Accident Database will be utilised for Quarterly Reporting purposes for identifying injury prevention measures.

Unauthorised Person

In the event of an unauthorised person attempting to remove a child from the club premises, the following procedure must be followed:

1. Remain calm
2. Staff to remove the child from the immediate area of the unauthorised person.
3. Do not attempt to apprehend or interfere with the unauthorised person, except in case of self-protection.
4. If possible, get a good description of the person. Note:
 - Height
 - Weight
 - Sex
 - Colour
 - Approximate age
 - Clothing
 - Method and direction of travel
 - Name, if known.
5. If the unauthorised person is in or entering a vehicle, note:
 - License number
 - Make
 - Model
 - Colour
 - Any other outstanding characteristics.
6. Telephone the police/parents.

Follow-up

- A follow-up will be conducted by Club Committee within 7 days, or as soon as practical, to find possible solution/s to preventing future similar incident.

Reporting

- Submit a written report to the Club Committee as soon as possible. Ensure that all witness details available are recorded.
- Any questions relative to the Unauthorised Person should be directed to the Club Committee.

****UNDER NO CIRCUMSTANCES SHOULD ANY UNNECESSARY RISK BE TAKEN****

HOSTAGE SITUATION

In the event of the Cooroy Gymnastics Club being under siege, the following procedure must be followed:

1. Remain calm.
2. Remain with the children at all times.
3. Protect children from possible dangers. Do not aggravate the perpetrator.
4. Alert emergency services if opportunity arises, and is SAFE to do so.
5. Evacuate children and staff ONLY when it is safe to do so – Follow EVACUATION PROCEDURES.
6. When emergency is over, contact the Club President immediately, who will call all parents.

Follow-up

- A follow-up will be conducted by Club Committee within 7 days, or as soon as practical, to find possible solution/s to preventing future similar incident.

Reporting

- Submit a written report to the Club Committee as soon as possible. Ensure that all witness details available are recorded.
- Any questions relative to the hostage situation should be directed to the Club Committee.

Missing Child

1. In the event of a child missing from the club, the following procedure must be followed:
2. Ensure the rest of the class is safe (hand your group over to another coach).
3. Check immediate areas, including all inside, outside and adjoining areas.
4. Telephone the parents/emergency contact and inform them of the situation, trying not to alarm them unnecessarily. When talking to parents, DO NOT make any diagnosis other than the obvious (e.g. Jane is missing) and DEFINITELY do not accept or place blame on anyone.
5. If child is not at home, telephone Police and provide:
 - Child's name
 - Address
 - Time noticed missing

Follow-up

- A follow-up will be conducted by Club Committee within 7 days, or as soon as practical, to find possible solution/s to preventing future similar incident.

Reporting

- Submit a written report to the Club Committee as soon as possible. Ensure that all witness details available are recorded.
- Any questions relative to the Missing Child should be directed to the Club Committee.

Armed Hold Up

The threat of an armed robbery is a reality to many business premises. An armed robbery is a life threatening situation and the safety of everybody is paramount. Do not turn a hold-up into a murder – no amount of money is worth a life.

During the robbery -

In case of an armed robbery, during the event you should –

- Obey the robber's instructions. Do what you are told – nothing more. Do not volunteer anything.

- If you are out of danger – stay out of danger. If you can leave the building safely, do so and then raise the alarm.
- STAY CALM. The calmer you are, the less chance of the robber becoming agitated or dangerous. The greater chance of you being able to get a reasonably complete and accurate description of the event and the robber/s.
- AVOID EYE CONTACT. This can make the robber feel that you are challenging them.
- BE SYSTEMATIC. Look at the robber from head to foot – you do not need to make eye contact to do this. Mentally note as many details as you can. Compare the robber with yourself. Is the robber shorter, taller, heavier, older, and so on.
- WATCH THE ROBBER'S HANDS. If a robber is not wearing gloves, anything they touch may yield evidence.

After the robbery -

- A senior member of staff should ring the police immediately – the emergency number is 000 - and keep the line open. Another person should leave the building if possible to observe the vehicle being used, its description and the escape route. Pass this information onto police via the open line.
- The direction that the getaway car is travelling in is important. Supply that information in similar terms to the reporting of the location of our Station.
- The location of our station should be reported with care. Give our street number, what side of the street and the name of the intersection street.
- Close the business after the robber leaves and ask witnesses to remain until the police arrive.
- Isolate the area where the robber stood or touched. It is important to observe what was touched if the robber was not wearing gloves.
- If a note was used, do not handle it, but leave it in place. The police will take over the crime scene when they arrive.
- Do not talk to others until you have given your statement to the police. This is important so that your recollection of the event is not clouded by the recollections of others.

What did the robber look like?

This is the first thing that the police will want to know if you are held up. It is vital that a good description is given to assist in bringing the robber to justice.

Do not compare notes with your fellow workers

This more often than not leads to confusion, rather than clarification. Let the investigating police officers compare all the descriptions – they are trained to do this.

Do not trust your memory for too long

Write down everything you know as soon as possible after the robbery. However, if you are unsure about any aspect, do not guess.

Robbery

Contact the Club President who will take details and phone the local police.

Follow-up

- A follow-up will be conducted by Club Committee within 7 days, or as soon as practical, to find possible solution/s to preventing future similar incident.

Reporting

- Submit a written report to the Club Committee as soon as possible. Ensure that all witness details available are recorded.
- Any questions relative to the robbery should be directed to the Club Committee.

Internal Disaster

E.g. structural collapse, persons trapped, vehicle exploding or other miscellaneous circumstance.

1. The delegated responsible person or most senior coach present will direct the action to be taken.
2. If the nature of disaster indicates evacuation, follow EVACUATION PROCEDURES.
3. If fire is indicated – follow FIRE EVACUATION PROCEDURES.
4. Follow the instructions of the delegated responsible person and if external rescue squad is involved, the directions of the Senior Officer.

Follow-up

- A follow-up will be conducted by Club Committee within 7 days, or as soon as practical, to find possible solution/s to preventing future similar incident.

Reporting

- Submit a written report to the Club Committee as soon as possible. Ensure that all witness details available are recorded.
- Any questions relative to the Internal Disaster should be directed to the Club Committee.

External Disaster

E.g. Cyclone, Severe Storm, Flood, Lightning Strike

E.g. What to do in a cyclone/severe storm:

1. Classes will be cancelled if a “blue alert warning” is issued by the Bureau of Meteorology.
2. If a cyclone/severe storm strikes:
 - Remain calm.
 - Disconnect all electrical appliances and turn off gas supply. Listen to battery radio for updates. Stay inside and shelter (well clear of windows) in the strongest part of the building.
 - Protect yourself with mattresses and blankets.
 - Anchor yourself to a strong fixture, or get under sturdy equipment.
 - Beware the calm 'eye'. If the wind drops, don't assume the cyclone is over; violent winds will soon resume from another direction. Wait for the official 'all clear'.
3. After the cyclone:
 - Do not go outside until you have the official word that the cyclone has passed.
 - Listen to your radio for official warnings and advice
 - Beware of damaged power lines, bridges, buildings and trees. Don't enter floodwaters.

Follow-up

- A follow-up will be conducted by Club Committee within 7 days, or as soon as practical, to find possible solution/s to improve safety/damage outcomes in event of future similar incident. Debrief all personnel directly affected by the disaster while at Cooroy Gymnastics Club.

Reporting

- Submit a written report to the Club Committee as soon as possible. Ensure that all witness details available are recorded.
- Any questions relative to the External Disaster should be directed to the Club Committee.

Bomb Threat/Arson

1. DO NOT PANIC
2. If by mail:-
 - use checklist to record information
 - advise Club President immediately
3. If by telephone:-
 - use checklist to record information
 - advise Club President immediately
 - notify POLICE dial 000

- Follow instructions of POLICE or senior person
- Prepare to evacuate under instruction – follow EVACUATION procedures

4. If object found:-

- DO NOT TOUCH IT
- Report find to delegated responsible person or most senior coach present
- Evacuate the building – follow EVACUATION PROCEDURES

Basic Rules:

- treat all threats as genuine
- record exact information

BOMB THREAT CHECKLIST

DO NOT INTERRUPT CALLER – BE CALM – BE COURTEOUS

USE DELAYING TACTICS:

Ask the following questions:

- When is the bomb going to explode?
- Where did you put the bomb?
- When did you put it there?
- What does the bomb look like?
- What kind of bomb is it?
- What will make the bomb explode?
- Did you place the bomb?
- Why did you place the bomb?
- What is your name? Where are you?
- What is your address?

Exact Wording of Threat:

Name of Operator:

Time:..... Date:..... Follow-up

- A follow-up will be conducted by Club Committee within 7 days, or as soon as practical, to find possible solution/s to improve safety/damage outcomes in event of future similar incident. Debrief all personnel directly affected by the threat while at Cooroy Gymnastics Club.

Reporting

- Submit a written report to the Club Committee as soon as possible. Ensure that all witness details available are recorded.
- Any questions relative to the bomb threat should be directed to the Club Committee.

EMERGENCY CONTACTS

Life threatening emergencies: dial 000

Cooroy Police Station: 2 Myall Street Cooroy QLD 4563 Phone 5442 5030

Cooroy Fire Station: Phone 5447 6376

Cooroy SES: Emerald Street Cooroy QLD 4563 Phone 132 500

COOROY GYMNASTICS CLUB COMPLAINTS PROCEDURES

Definition of Types of Complaints

A complaint can be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. Complaints will always vary. They may be about individual or group behaviour; they may be extremely serious or relatively minor; they may be about a single incident or a series of incidents; and the person about who the allegation is made may admit to the allegations or emphatically deny them.

Given all of the variables that can arise, Cooroy Gymnastics Club provides a step-by-step complaint procedure that people may use/enter at any stage. Individuals and organisations to which this policy applies may also pursue their complaint externally under anti-discrimination, child-protection or other relevant legislation.

If at any point in the complaint process, the Committee considers that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, the matter will be referred to the Gymnastics Queensland. All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

To ensure due process, consistency and that the principles of natural justice are followed in all aspects of handling or conducting complaints, allegations, investigations, and disciplinary measures, Cooroy Gymnastics Club will follow and implement the following procedures:

Actions to be Followed for each Type of Complaint

Complaints Procedure

Step 1

As a first step you (the complainant) should try to sort out the problem with the person or people involved if you feel able to do so.

Step 2

If:

- the first step is not possible/reasonable; or
- you are not sure how to handle the problem by yourself; or
- you just want to talk confidentially about the problem with someone and get some more information about what you can do; or
- the problem continues after you tried to approach the person or people involved; then talk with the Gym Administrator who will forward it appropriately and will ensure follow up is carried out.

The Gym Administrator will:

- take notes about your complaint (which will be kept in a secure and confidential place);
- try to sort out the facts of the problem;
- ask what outcome/how you want the problem resolved and if you need support;
- provide possible options for you to resolve the problem;
- explain how our complaints procedure works;
- nominate a support person if you so wish;
- refer you to an appropriate person to help you resolve the problem, if necessary;
- inform the relevant government authorities and/or police if required by law to do so; and
- maintain strict confidentiality.

Step 3

After talking with the Gym Administrator, you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and work out your own resolution (with or without a support person); or
- to seek an informal mediated resolution with the help of a third person (such as a mediator or the Club President).

If you wish to remain anonymous, Gymnastics Queensland can't assist you to resolve your complaint. We have to follow the principles of natural justice and be fair to both sides. This means that Gymnastics Queensland or you may be required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond to all the allegations.

Step 4

If your complaint is not resolved to your satisfaction, you may:

- · make a formal complaint in writing to the Cooroy Management Committee; or
- · make a formal complaint in writing to the Gymnastics QLD; or
- · approach a relevant external agency such as an equal opportunity commission, for advice.

External Procedure

There may be a range of external options available to you depending on the nature of your complaint. If you feel that you have been harassed or discriminated against, you can seek advice from your State equal opportunity commission without being obliged to make a formal complaint. If the commission advises you that the problem appears to be a type of harassment that comes within its jurisdiction, you may then make a decision as to whether or not to lodge a formal complaint with the commission.

Once a complaint is received by an anti-discrimination commission, an investigation will be conducted. If it appears that unlawful harassment or discrimination has occurred, there will usually be an attempt to conciliate the complaint confidentially first. If this fails, or is inappropriate, the complaint may go to a formal hearing where a finding will be made as to whether unlawful harassment or discrimination occurred. The tribunal will decide upon what action, if any, will be taken. This could include financial compensation for such things as distress, lost earnings or medical and counselling expenses incurred.

An anti-discrimination commission can decline to investigate a complaint, or dismiss a complaint at any point in the investigation, conciliation or public hearing stages. If you do lodge a complaint under anti-discrimination law, you may use an appropriate person (e.g. an MPIO) as a support person throughout the process. It is also common to have a legal representative, particularly at the hearing stage of a complaint.

Anti-Discrimination Commission Queensland <http://www.adcq.qld.gov.au/>

Mediation

Mediation is a process by which people who are in conflict can be helped to communicate with each other about what is important for them and how to make decisions about resolving their dispute. Mediators provide a supportive atmosphere and method of talking to one another, to assist in sorting out the issues, coming up with acceptable solutions and making mutually satisfactory agreements. This section outlines the general procedure of mediation that will be followed by Cooroy Gymnastics Club.

1. The people involved in a formal complaint (complainant and respondent(s)) may work out their own resolution of the complaint or seek the assistance of a neutral third person or a mediator. Mediation may occur either before or after an investigation of the complaint.
2. Mediation (getting those involved to come to a joint agreement about how the complaint should be resolved) will only be recommended:
 - a. After the complainant and respondent have had their chance to tell their version of events to the Committee on their own; and

- b. The Committee does not believe that any of the allegations warrant any form of disciplinary action - proven serious allegations will not be mediated, no matter what the complainant desires; and
 - c. Mediation looks like it will work (i.e. the versions given by the complainant and respondent tally or almost tally and/or at the very least, it looks as though it will be possible for each party to understand the other party's point of view).
3. Mediation will not be recommended if:
 - a. The respondent has a completely different version of the events and they won't deviate from these;
 - b. The complainant or respondent are unwilling to attempt mediation; or
 - c. Due to the nature of the complaint, the relationship between you and the respondent(s) and any other relevant factors, the complaint is not suitable for mediation.
4. The mediator's role is to assist the complainant and respondent(s) reach an agreement on how to resolve the problem. The mediator, in consultation with the complainant and respondent(s), will choose the procedures to be followed during the mediation. At a minimum, an agenda of issues for discussion will be prepared by the mediator.
5. The mediation will be conducted confidentially and without prejudice to the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
6. At the end of a successful mediation the mediator will prepare a document that sets out the agreement reached between the complainant and respondent(s) and it will be signed by them as their agreement.
7. If the formal complaint is not resolved by mediation, the complainant may:
 - a. Write to Gymnastics QLD to request that the Executive Director reconsider the complaint; or
 - b. Approach an external agency such as an anti-discrimination commission.

Investigation Process

If an investigation needs to be conducted the following steps are to be followed:

1. The complainant will be interviewed by the Committee and the complaint documented in writing.
2. The details of the complaint will be conveyed to the person/people complained about (respondent(s)) in full. The respondent(s) must be given sufficient information to enable them to properly respond to the complaint.
3. The respondent(s) will be interviewed and given the opportunity to respond. The respondent(s) response to the complaint will be documented in writing.
4. If there is a dispute over the facts, then statements from witnesses and other relevant evidence will be obtained to assist in a determination.
5. The Committee will make a finding as to whether the complaint is:
 - substantiated (there is sufficient evidence to support the complaint);
 - inconclusive (there is insufficient evidence either way);
 - unsubstantiated (there is sufficient evidence to show that the complaint is unfounded); and/or
 - mischievous, vexatious or knowingly untrue.
6. A report documenting the complaint, investigation process, evidence, finding, and if requested, recommendations, will be kept on file by the Committee.
7. A report documenting the complaint and summarising the investigation process and key points that were found to be substantiated, inconclusive, unsubstantiated and/or mischievous will be provided to the complainant and the respondent(s).
8. Both the complainant and the respondent(s) are entitled to support throughout this process from their chosen support person/adviser.
9. The complainant and the respondent(s) may have the right to appeal against any decision based on the investigation.

More detailed information on conducting internal investigations can be found at www.ausport.gov.au/ethics/policy.asp

Investigation Process – Child Abuse

An allegation of child abuse is a very serious matter and must be handled with a high degree of sensitivity. The initial response to a complaint that a child has allegedly been abused should be immediate if the incident/s are serious or criminal in nature while less serious/urgent allegations should be actioned as soon as possible, preferably within 24 hours. More information can be obtained from your relevant State Government agency: Department of Communities, Child Safety and Disability Services (QLD Government): <https://www.communities.qld.gov.au>
Phone: 13 QGOV (13 74 68)

Appeals Procedure

It is considered good and fair practice to provide a process to appeal against decisions or disciplinary actions imposed.

1. A complainant or a respondent(s) who is not satisfied with a decision can lodge one appeal to Gymnastics QLD on one or more of the following bases:
 - a. That a denial of natural justice has occurred; or
 - b. That the disciplinary measure(s) imposed is unjust and/or unreasonable.
2. A person wanting to appeal in accordance with paragraph 1 must lodge a letter stating their intention and the basis for their appeal in accordance with the Gymnastics Queensland Appeal & Grievance Regulations.

Disciplinary Considerations

Any disciplinary measure imposed by the Committee under this policy must:

- Observe any contractual and employment rules and requirements;
- Conform to the principles of natural justice;
- Be fair and reasonable;
- Be based on the evidence and information presented;
- Be within the powers of the Committee to impose the disciplinary measure.

Factors to consider when imposing discipline

The form of discipline to be imposed will depend on factors such as:

- If the individual is a parent and/or spectator (ability to enforce a penalty may be difficult);
- Nature and seriousness of the behaviour or incidents;
- In a case where action is taken concurrently with or in lieu of a resolution of a formal complaint, the wishes of the complainant;
- If the individual concerned knew or should have known that the behaviour was a breach of the policy;
- Level of contrition of the respondent(s);
- The effect of the proposed disciplinary measures on the respondent(s) including any personal, professional or financial consequences;
- If there have been relevant prior warnings or disciplinary action; and/or
- If there are any mitigating circumstances such that the respondent(s) shouldn't be disciplined at all or not disciplined so seriously.

Roles and Responsibilities of Club Personnel Involved in Handling Complaints

The role of Complaint Handling Officers

Complaint Handling Officers should:

1. Have the skills to be able to act with sensitivity as well as be objective and impartial;
2. Have knowledge of, and be able to advise on, all aspects of the organisation's internal complaint
3. procedures and be trained to receive, investigate and deal with complaints about the organisation's products and services;

4. Have access to an area with adequate privacy to ensure the complainant's confidentiality is maintained and appropriate information technology equipment, with access to the organisation's complaint handling database and reference material;
5. Ensure that they are not directly involved in the subject matter of the complaint, and raise the matter with a superior should such an issue arise;
6. Be able to assist in the formulation of a written complaint for complainants who require additional assistance;
7. Have access to staff at all levels of the organisation so that complaints can be resolved quickly; and
8. Have clearly defined power to act and provide redress to complainants or to refer the matter to someone who has this power.

Empowering Complaint Handling Officers

Complaint Handling Officers should be empowered to make decisions, or have access to someone who can make decisions, in order to deal with complaints promptly, and, where possible, to achieve early resolution. All Club Committee and staff should be made aware of their responsibilities in providing information to Complaint Handling Officers to help investigate and resolve complaints, and to implement actions to provide remedies or systemic improvements arising from complaints.

Selection of and guidance for Complaint Handling Officers

Complaint handling is an important role in an organisation and should be recognised as such by management. Staff who are responsible for responding to and/or resolving complaints should be given guidance or training in customer contact and communication skills. Management should determine the particular skills and aptitudes necessary for complaint handling and use selection and training procedures that are appropriate to recruit and retain the most suitable staff in complaint handling roles.

Guidance or training provided to committee and staff should cover:

1. The benefits of good complaint handling and the consequences of poor complaint handling;
2. The policy and legal framework for complaint handling within which the organisation operates;
3. The organisation's complaint handling procedures;
4. Declaration of conflicts of interests;
5. Evidence based investigation skills;
6. Skills in alternative dispute resolution such as mediation or conciliation;
7. Interpersonal skills, such as listening, questioning skills and conflict management;

Confidentiality and Reporting

- Submit a written report to the Club Committee as soon as possible. Ensure that all witness details available are recorded.
- Any questions relative to the Complaint should be directed to the Club Committee.

All breaches and complaints should be treated as confidential and fully documented including witnesses, times, dates and all relevant facts. Record only the facts, omitting any hearsay or unsubstantiated information.

Follow-up

A follow-up will be conducted by Club Committee within 7 days, or as soon as practical after the conclusion of the complaint. The aim of the debrief is to find possible solution/s to preventing future similar complaints.