

3. Policies Manual

3.1. Member Protection Policy

Date of Issue: August 2011

Date of Review: August 2012

3.1.1. Purpose

The main objective of the Member Protection Policy is to maintain responsible behaviour and ethical and informed decision making by participants of Australian Active Kids and Varsity Gymnastics. This policy outlines the club's commitment to a person's right to be treated with respect and dignity, and to be safe and protected from abuse. The policy informs everyone involved in the club of their legal and ethical rights and responsibilities and the standards of behaviour that are required. It also covers the care and protection of children participating in the club's activities.

This policy applies to everyone involved in the club including committee members, administrators, coaches, officials, participants, parents and spectators.

3.1.2. Club Responsibilities

Australian Active Kids and Varsity Gymnastics will:

- Make any necessary amendments to the club's Constitution, rules or other policies to enable this policy to be enforceable
- Implement and comply with this policy
- Promote this policy to everyone involved in the club
- Promote and model appropriate standards of behaviour at all times
- Respond to breaches or complaints made under the policy promptly, fairly and confidentially
- Review this policy every 12-18 months
- Seek advice from, and if necessary or appropriate, refer serious issues to Gymnastics Australia

3.1.3. Individual Responsibilities

Everyone associated with the club must:

- Comply with the standards of behaviour outlined in the policy
- Treat others with respect
- Always place the safety and welfare of children above other considerations
- Be responsible and accountable for their behaviour
- Follow the guidelines 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

3.1.4. Child Protection Policy

The purpose of this policy is:

- To prevent foreseeable harm to children and young people in the care of Australian Active Kids and Varsity Gymnastics
- To ensure that all volunteers who work within Australian Active Kids and Varsity Gymnastics are assessed for their suitability to work with children under the Commission for Children and Young People Act 2000 (Qld) (where exemptions do not apply)
- To ensure that all people involved with the operations of the club are aware of their responsibilities in relation to the above

Who Must Comply with this Policy?

- Volunteers, coaches, officials, referees, committee members
- Players, members, parents, guardians, spectators and sponsors
- Children and young people

Statement of Commitment

Australian Active Kids and Varsity Gymnastics is committed to the safety and wellbeing of all children and young people who use its services and is dedicated to protecting them from harm.

The club therefore:

- Ensures that all members treat children and young people with respect and understanding at all times
- Ensures that those who deal with children and young people within the organisation undergo the Working with Children Check and hold a positive notice Blue Card (where exemptions do not apply)
- Prohibits any forms of abuse against children
- Carefully selects, screens and monitors people whose roles require them to have contact with children
- Ensures the club's Code of Conduct for Interacting with Children and Young People is promoted, enforced and reviewed
- • Provides clear procedures for raising concerns or complaints
- • Provides education and/or information on child abuse and child protection

Implementing the Policy

This policy will be effective from the date upon which it is adopted by Australian Active Kids and Varsity Gymnastics. All committee members and volunteers who work with children and young people will receive a copy of the policy upon its adoption and are expected to familiarise themselves with it. All members will be notified of the policy.

Monitoring Compliance

Compliance with this policy will be monitored by the Management Committee via regular liaison with club members and volunteers.

Breaches

The club will review any allegations of breaches of this policy and will take steps to minimise the risk of further breaches. Non-compliance with the Commission for Children and Young People Act 2000 (Qld) will result in penalties imposed under the Act. Refer to the Act for information regarding failure to comply.

Evaluation and Review

This policy will be reviewed annually. The policy will be reviewed with regard given to any aspects of the document that require changes. This review will be carried out by the Australian Active Kids and Varsity Gymnastics Management Committee.

Policy

All volunteers within Australian Active Kids and Varsity Gymnastics who directly and/or individually deal with children under the age of 18 will undergo the Working with Children Check and will hold a positive notice Blue Card (where exemptions do not apply).

Those relevant volunteers who do not undergo a Working with Children Check or hold a Blue Card will not be permitted to deal with children or young people. If a volunteer's application for a Blue Card is refused and a negative notice is issued by the Commission for Children and Young People and Child Guardian, Australian Active Kids and Varsity Gymnastics will refuse that person's involvement with children and young people registered with the club.

Club volunteers are not required to undertake a Working with Children Check or hold a Blue Card where exemptions apply (as defined by the Commission for Children and Young People and Child Guardian), including if:

- They are a volunteer parent of a child who receives the same or similar services to which the employment relates (the club has the power to determine whether or not the nature of a volunteer parent's child-related activities differ from the activities in which their child participates);
- They are a guest of a school or "recognised body" [which includes incorporated organisations]:
 - for the purpose of observing, supplying information or entertainment to 10 or more people, and
 - the activity is for 10 days or less on no more than two occasions per year, and
 - the person is unlikely to be physically present with a child without another adult being present
- They are performing the function of employment at a national or state event organised by a school or "recognised body" (operating at a state or national level):
 - for a sporting, cultural or skill based activity, and
 - the event is attended by more than 100 people, and
 - the work is for 10 days or less on no more than two occasions per year; and
 - the person is unlikely to be physically present with a child without another adult being present
- They are a child under 18 years of age volunteering;
- They are a registered teacher or police officer in Queensland (who are required to apply for an exemption card when providing regulated services to children which are outside their professional duties)

A volunteer, unless exempt, must have a valid Blue Card before they start working with children and young people.

Where there is evidence, disclosure or reasonable suspicion of harm or abuse to a child or young person within the club, the Department of Communities, Child Safety Services or the police will be notified immediately. All disclosures and allegations of child abuse will be dealt with promptly, seriously, sensitively and confidentially. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected.

3.1.5. Anti-Harassment, Discrimination and Bullying

Australian Active Kids and Varsity Gymnastics oppose 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 phones and computers. Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race and marital status.

Australian Active Kids and Varsity Gymnastics take all claims of harassment, discrimination, bullying and cyber bullying seriously. The club encourages anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the club.

3.1.6. Travelling with Children

Australian Active Kids and Varsity Gymnastics encourages all participants to organise their own transportation to and from gymnastics events. The club will not generally provide transportation.

- Where any volunteer provides transportation for participants, the driver must be properly licensed, written permission must be obtained from parents/guardians of children and young people, and there must be at least one other adult participant, parent or guardian in the vehicle.
- When travelling to events that require overnight stays, the club will ensure that at least two adults are present with children at all times.

3.1.7. Complaints

Australian Active Kids and Varsity Gymnastics take all complaints about behaviour seriously. The club will handle complaints based on the following principles of procedural fairness:

- All complaints must be taken seriously
- Both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond
- Irrelevant matters will not be taken into account
- Decisions will be unbiased and fair
- Any penalties imposed will be fair and reasonable

More serious complaints may be escalated to Gymnastics Australia. If the complaint relates to suspected child abuse, sexual assault or other criminal activity, the club will immediately report the behaviour to police. Under no circumstances will Australian Active Kids and Varsity Gymnastics conduct their own investigations into any allegations or complaints of a criminal or serious nature.

3.1.8. Complaint Handling Process

When a complaint is received by the club, the person receiving the complaint will:

- Listen carefully and ask questions to understand the nature and extent of the problem
- Ask what the complainant would like to happen
- Explain the different options available to help resolve the problem
- Take notes
- Maintain confidentiality but not necessarily anonymity

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- Supporting the complainant to talk to the respondent
- Bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation)
- Gathering more information e.g. from witnesses
- Seeking advice from Gymnastics Australia or other external agency
- Referring the complaint to Gymnastics Australia
- Referring the complaint to an external agency such as a community mediation centre, the police or the anti-discrimination agency

3.1.9. Disciplinary Measures

Australian Active Kids and Varsity Gymnastics will take disciplinary action against anyone found to have breached this policy or made false and malicious allegations. 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
- Be determined by the constitution, by-laws and the regulations of gymnastics

Possible measures that may be taken include:

- Verbal and/or written apology
- Counselling to address behaviour
- Withdrawal of any awards, placings, records or achievements bestowed in any competitions, activities or events held or sanctioned by the club
- Suspension or termination of membership, participation or engagement in a role or activity
- Deregistration of accreditation for a period of time or permanently
- A fine
- Any other form of discipline that the club considers reasonable and appropriate

3.1.10. Appeals

The complainant or respondent can lodge one appeal against decisions of, or disciplinary measures imposed by, the club to Gymnastics Australia. Appeals must be based on either a denial of natural justices, because of unjust or unreasonable disciplinary measures being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.

3.2. Blue Card Policy

Date of Issue: August 2011

Date of Review: August 2012

3.2.1. Purpose

The purpose of this policy is to ensure the monitoring and management of volunteers to provide a safe environment for children.

3.2.2. Policy Coverage and Application

This policy applies to everyone involved in the club including committee members, administrators, coaches, officials, participants, parents and spectators.

3.2.3. Requirements and Responsibilities

Australian Active Kids and Varsity Gymnastics require all volunteers who are regularly working with children to hold a blue card. Blue cards are issued by the Commission for Children and Young People and Child Guardian once it has carried out the Working with Children Check to see if a person is eligible to work in the areas of child-related work covered by the Commission's Act. If a person is eligible, they are issued with a positive notice letter and a blue card.

A volunteer, unless exempt, must have a blue card before they start volunteering, regardless of how often they come into contact with children and young people. If a volunteer's application for a blue card is refused, they are issued with a negativity notice which prohibits them from working with children in a volunteer capacity. Australian Active Kids and Varsity Gymnastics have the duty to refuse any person involvement with children registered with the association if they do not have a valid blue card.

3.2.4. Policy Breaches and Consequences

Breaches of this policy will be addressed in due process by the Australian Active Kids committee or Varsity Gymnastics.

3.2.5. Confidentiality and Reporting

- Breaches of this policy must be reported to the committee or management within 24 hours of any occurrence
- Breaches of this policy must be kept confidential and disclosure to any party beyond the committee or management is not permitted

3.3. Privacy Policy

Date of Issue: August 2011

Date of Review: August 2012

3.3.1. Purpose

The purpose of this policy is to ensure the privacy of all members' information.

3.3.2. Policy Coverage and Application

Personal information is defined in the Privacy Act as information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

All personal information gathered by, or on behalf of, Australian Active Kids or Varsity Gymnastics is for the purpose of managing membership, education, events and merchandise.

This policy applies to all members of Australian Active Kids, Varsity Gymnastics, employees, officers, administrators, volunteers, coaches, judges, gymnasts and officials.

This policy applies to behaviour occurring both within and outside the course of Australian Active Kids and Varsity Gymnastics business, activities and events, when the behaviour involves members and negatively affects relationships with Australian Active Kids and Varsity Gymnastics sport and work environment.

This policy contains the following important information, as required by the Privacy Act:

- What is personal information?
- How do we collect personal information?
- How we use personal information
- When we disclose personal information
- Accuracy of personal information
- Access to personal information

3.3.3. Requirements and Responsibilities

What is personal information?

Personal information is information about an individual who can be identified, or whose identity could be reasonably ascertained, from the information.

How do we collect personal information?

To deliver and enhance the services offered by Australian Active Kids and Varsity Gymnastics, certain personal information is collected. Australian Active Kids and Varsity Gymnastics collect personal information from you that you provide when you:

- Register to become a member
- Enter an Australian Active Kids or Varsity Gymnastics event or participation program
- Participate in an Australian Active Kids or Varsity Gymnastics course

- Purchase Australian Active Kids or Varsity Gymnastics merchandise
- Request information from Australian Active Kids or Varsity Gymnastics
- Provide information to one of our staff
- Participate in one of our surveys

How we use personal information

We will only collect information that is necessary for us to carry out our primary purpose of providing services relating to membership, education, events and merchandise.

Your personal information may be used:

- To provide the services you require
- For internal accounting and administration
- For regulatory reporting and compliance
- To help us identify you and inform you about products or services that may be of benefit to you

If we send you any information about services or products you do not require, or do not want us to disclose personal information to any other organisation (including related organisations) you can advise us accordingly in writing to our office manager.

If you do not advise us otherwise, you confirm agreement on your own behalf and/or behalf of others you represent.

If you choose not to provide personal information, we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

When we disclose personal information

We disclose personal information to other organisations that we believe is necessary to assist in providing our services. The organisations to which we disclose information include:

- Outsourced service providers who manage the services we provide to you
 - Gymnastics Queensland
 - Gymnastics Australia
 - Insurers
- Our professional advisors, including our accountants, auditors and lawyers
- Government and regulatory authorities and other organisations, as required or authorised by law

We limit the use and disclosure of any personal information provided by us to such organisations for the specific purpose for which we supplied it.

When you provide us with personal information about other individuals, we rely on you to have made them aware that you will or may provide their information to us, the purposes for which we use it, the types of third parties we disclose it to and how they can access it.

It should also be noted that the contact details provided by an affiliate club member on affiliation will also be disclosed when we believe it is necessary to assist in providing our services. This may include disclosure to the following:

- Other Affiliate Club members
- Club membership enquiries from the public
- Other organisations for matters specifically related to gymnastics
- Updating accounting information via the gymnastics online system

Storage and security of personal information

Australian Active Kids and Varsity Gymnastics store personal information on a computer database. Your personal information may be held in both paper file and computer file form. We have implemented measures to ensure that all personal information is securely stored to prevent misuse, loss or unauthorised handling.

Accuracy of personal information

We take reasonable steps to ensure that whenever we collect, use or disclose personal information that it is accurate, complete and up to date.

Correction of personal information

Where Australian Active Kids and Varsity Gymnastics hold personal information about an individual and that individual is able to demonstrate that the information is inaccurate, incomplete or not up to date, Australian Active Kids and Varsity Gymnastics will take steps to correct, complete or update the personal information.

Any personal information that is required to be changed will only be altered after the individual has positively identified himself or herself.

It is the responsibility of the gymnast's parent or guardian (if under 18 years) to make sure that their details are updated when required.

Access to personal information

You have the right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, you can gain access to your personal information by contacting our office manager or by writing to Australian Active Kids and Varsity Gymnastics. Alternatively, you may also advise us at any time about possible breaches of privacy, inaccurate, or incomplete personal information.

Types of personal information collected

Australian Active Kids and Varsity Gymnastics provide a range of services to gymnasts, volunteers and coaches.

As part of this service provision to gymnasts we collect personal information including the following:

- Contact details, names and addresses both residential and email, positions held and/or title of individual
- A record of the services utilised by gymnasts and the means by which they pay for these services
- Personal information about a range of contract businesses we deal with in the provision of our services, such as name, position, organisation worked for and contact details
- A record of the applications made by job seekers
- A record of both internal and external emails. Some of these emails may contain personal information
- A record of the personal details of our contractors and external consultants, including contract and payment details

Implementation of our Privacy Policy

All employees who have access to personal information will be advised of the Australian Active Kids and Varsity Gymnastics Privacy Policy and procedures and the National Privacy Principles and will collect, use, hold, store and disclose any personal information in accordance with the National Privacy Principles and this policy.

Audits - Ensuring ongoing compliance

The General Manager/Head Coach has ongoing accountability for the organisation's compliance with this policy and the Act. This may involve an annual audit of the procedures for collecting, using, holding, storing and disclosing information.

The General Manger/Head Coach is also responsible for ensuring this policy is appropriately amended to accommodate any future amendments to the Act.

Complaints of interference

Any individual who believes the club may have interfered with their right to privacy as set out in the National Privacy Principles and in this policy can make a complaint to the General Manager/Head Coach by completing a 'Breach of Privacy Complaint Form' and mailing it to:

General Manager/Head Coach
Varsity Gymnastics Club
PO Box 479
Robina Qld 4226

3.3.4. Policy Breaches and Consequences

Australian Active Kids and Varsity Gymnastics undertake to deal with any complaints of a breach of the Privacy Policy promptly, seriously, sensitively and confidentially. At any stage, it is the prerogative of the complainant to proceed with, or dissolve, a complaint.

Should a complaint arise, Australian Active Kids and Varsity Gymnastics encourages the complainant to consider the following options:

- Approach the person creating the problem and ask him or her to stop the behaviour
- If the behaviour continues, or it is not possible to approach the person, contact either:
 - Coach or manager
 - Australian Active Kids and Varsity Gymnastics Member Protection Officer
 - President or other official of the club

3.3.5. Confidentiality and Reporting

Australian Active Kids and Varsity Gymnastics administration personnel who are responsible for implementing this policy will keep confidential the names and details relating to complaints, unless disclosure is:

- Necessary as part of the disciplinary or corrective process
- Required by law

Australian Active Kids and Varsity Gymnastics management and administration personnel who are 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 or as part of the disciplinary or corrective process in the event of a breach of policy.

3.4. Occupational Health and Safety Policy

Date of Issue: August 2011

Date of Review: August 2012

3.4.1. Purpose

The purpose of this policy is to ensure the continued provision of a safe and healthy environment for employees, volunteers, gymnasts and spectators.

3.4.2. Policy Coverage and Application

This policy applies to everyone involved in the club including committee members, administrators, coaches, officials, participants, parents and spectators.

3.4.3. Requirements and Responsibilities

To enable Australian Active Kids and Varsity Gymnastics and their gymnasts, volunteers, employees and spectators to comply with this Occupational Health and Safety policy, the club undertakes to:

- Comply with all relevant Occupational Health and Safety legislation and codes of practice to provide a safe workplace
- Commit the necessary funds to meet all legislative obligations, codes of practice and approved minimum standards
- Provide the necessary training for volunteers and employees to perform their work in a safe and healthy manner
- Encourage all work groups to take on the responsibility of workplace issues and in consultation, develop safe work systems
- Utilise appropriate communication mechanisms to raise awareness and promote Occupational Health and Safety matters

Australian Active Kids and Varsity Gymnastics will make every reasonable effort to provide a working environment that minimises incidents of risk of 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

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

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 instructions given by any club employee whilst on our premises.

Modified Sport

In order to enable more participants to be involved in gymnastics, the club will support and endorse modified rules for junior participants. The club will also support and provide modified rules for seniors and disabled participants. Where required and feasible, the club will provide appropriately modified equipment for use by these groups.

Hydration

- Fluid replacement guidelines will be actively promoted throughout the club
- Clean drinking water will be available at training and events
- Each gymnast is required to have their own, clearly named, water bottle

Healthy Eating

Australian Active Kids and Varsity Gymnastics acknowledge that healthy eating can have an impact on health and that the provision of healthy foods will contribute to better health for all and encourage gymnasts to bring healthy snacks and drinks. This policy will be reviewed annually to ensure it remains relevant to the club's needs.

Australian Active Kids and Varsity Gymnastics is committed to ensuring a healthy environment for all those associated with the club and will ensure:

- Caterers used for all events provide a range of healthy food choices
- Healthy food choices are available at all events
- The promotion of healthy eating and the role of food in relation to health
- Travelling teams are provided with healthy food choices for the duration of the trip. Small celebratory treats may be provided after the completion of the competition
- The club remains up to date on the latest nutritional information as it applies to gymnastics

Infectious Diseases

- The Sports Medicine Australia Infectious Diseases Fact Sheet procedures and recommendations will be strictly adhered to at all times
- Participants that have contagious conditions such as chicken pox, measles, school sores, ringworm etc. will not be permitted to enter their class until the condition is no longer contagious
- Children displaying symptoms of influenza such as runny nose and cough will be asked not to participate until it has cleared
- Australian Active Kids and Varsity Gymnastics will strictly adhere to the 'blood rule' guidelines as set out in the above mentioned fact sheet
- Sharing of water bottles will not be permitted
- Our club's staff will follow the Sports Medicine Australia Fact Sheet with regard to handling bleeding wounds
- An emergency plan/procedures will be developed, documented and communicated to all of our members/coaches/administrators
- In the case of an emergency, the General Manager or delegated senior staff member will direct procedures
- A mobile telephone will always be accessible for emergencies and will be kept in the administration and coaches' office
- Emergency telephone numbers will be posted beside each phone
- Emergency vehicles will have clear access to the venue at all times. Easy access for stretchers will be provided
- All gymnasts, coaches, managers, officials, parents and patrons will be notified regularly about our emergency procedures

Children in Sport

- The clubs' guidelines on the participation of children in sport are based on the Children in Sport Guidelines produced by Sports Medicine Australia (SMA) and the Australian Sports Commission (ASC). Please refer to the Australian Active Kids and Varsity Gymnastics Member Protection Policy and Child Protection Policy

Alcohol

- Australian Active Kids and Varsity Gymnastics strongly discourage the consumption of alcohol before, during and immediately after participation
- In the interest of the health, comfort and safety of all our patrons, Australian Active Kids and Varsity Gymnastics do not allow alcohol to be consumed on the premises

Smoking

- Smoking is prohibited within Australian Active Kids and Varsity Gymnastics boundaries at all times. The club understands the harmful effects of smoking on health, fitness and performance in sport.
- Coaches and officials are reminded of their responsibility as role models and are asked to refrain from smoking whilst coaching and officiating.
- Spectators are reminded that smoking is inappropriate behaviour in a sporting environment and are asked to respect the club's Non Smoking Policy.

Pregnancy

- The club informs women who are pregnant that there may be potential harm caused to unborn children during participation in gymnastics activities.
- Members and visitors are encouraged to seek and act on independent medical advice prior to participating in gymnastics while pregnant.
- It is the responsibility of members and visitors to seek and act on independent advice regarding insurance cover for women participating in gymnastics while pregnant, as well as for their unborn children.

Dog Policy

No dogs (other than working guide dogs) are allowed into the club's grounds during club activities.

Jewellery Policy

Jewellery is not permitted to be worn at any time during training or competition, with the exception of a medical bracelet or wedding ring.

Manual Handling

In the sport and recreation industry, manual handling risks include:

- Carrying stock and equipment
- Setting up or cleaning equipment
- Repetitive movements associated with instruction

Ways our club will aim to prevent hazards

Protect contractors

- Inform contractors of manual tasks requirements and check they have conducted risk assessments before carrying

out tasks at our club.

- Check that contractors work does not increase the risks associated with tasks conducted by our employees (or vice versa)

Identify problems

- Look for problems when we introduce workplace changes or new equipment
- Critically examine tasks if there are indications there may be a problem (for example, workers complain of discomfort)
- Investigate and analyse the factors contributing to manual tasks incidents or near misses – check for patterns such as repeated injuries with one task

Assess problems

- Examine the task during normal work conditions
- Consider seasonal variations and peak work periods
- Talk to employees doing the task
- Use checklists to analyse risk factors
- Consider risk factors such as forceful exertions, awkward postures, repetition and vibration and decide which require solutions
- Decide which tasks need the most urgent attention

Control the risks

- Decide what changes can be made to reduce the risks of injury. If possible, select permanent changes (such as workplace layout and equipment)
- Provide mechanical aids
- Identify changes that are possible immediately, and those that may take time to implement
- Document our risk control decisions for each task assessed, and set timelines for changes
- Trial the changes in consultation with workers before making them permanent
- Provide training if new equipment is introduced

Check effectiveness

- Investigate if risks have been reduced
- Monitor employees' feedback to see if other risks have arisen

Review

- Check that the various control measures (if deemed necessary) have been put in place at the agreed times
- Review incident reports in June and December of each year
- Consult with employees and workplace health and safety representatives
- Decide what can be changed or added to make manual tasks less risky

Keep records

- Keep records of specifications of equipment and work processes, incident reports and action taken, maintenance records for equipment, and employee training

(referenced from: The National Code of Practice of Manual Handling NOHSC (2005))

3.5. Incident and Injury Procedures

Date of Issue: August 2011

Date of Review: August 2012

Varsity Gymnastics recognises that the health and safety of its employees, volunteers, visitors and gymnasts is a priority and that if accidents or injuries do occur, they should be reported. Incidents should be investigated to ensure that the possibility of recurrence of further risk is minimised.

Note: an INCIDENT is an event which causes or could have caused injury, illness, damage to plant, equipment, vehicles, property, material, or the environment or public alarm. It also includes losses of containment, fire, explosion, non-compliance with environmental regulatory requirements, vehicle incidents and off-site incidents.

This policy applies to all employees, volunteers, visitors and gymnasts.

Varsity Gymnastics commits to preventing accidents and minimising dangerous occurrences and will endeavour to achieve a zero accident rate. Varsity Gymnastics will:

- Provide a mechanism for reporting accidents, incidents, illness and dangerous occurrence
- Investigate accidents to determine their cause(s) with the objective being to prevent a recurrence
- Obtain statistical information about the accident or incident
- Met legislative requirements for reporting accidents and incidents

Procedure

1. All accidents or incidents that result in an injury, illness or damage to property must immediately be reported to the Varsity Gymnastics Workplace Health and Safety Officer within 24 hours of the incident occurring
2. Any accidents or incidents which have the potential to result in injury or damage to property must be reported in the same manner as an accident
3. All injuries and illnesses must be assessed by the Workplace Health and Safety Officer to determine whether medical treatment is required. The Equipment Officer must be notified of the event that has caused injury, illness or property damage
4. If medical treatment is required, the Centre Manager must ensure that suitable arrangements are made for transport to a doctor or hospital. It must be noted that:
 - a. All eye injuries (including foreign objects between the eye and eye lid which are not dirt or dust particles) must be referred to a doctor or hospital
 - b. When injury or illness involves a chemical, a Material Safety Data Sheet and other information which may have been prepared for such incidents must accompany the injured person to the doctor or hospital
5. In the event of a dangerous occurrence or accident, Varsity Gymnastics will ensure the relevant authorities are notified and that a full investigation is conducted to determine the cause(s)
6. The most appropriate corrective action will be taken to ensure the incident does not recur
7. It is the responsibility of Centre Management to ensure that:
 - a. The Workplace Health and Safety Officer is notified of all dangerous occurrences
 - b. All incidents that result in or have the potential to result in injury or damage are investigated and where necessary, corrective or preventative action is taken
 - c. All matters relating to employee/volunteer welfare are dealt with in the most appropriate and timely manner
8. It is the responsibility of all Varsity Gymnastics employees and volunteers to ensure that:
 - a. Accidents and hazards are reported to management at the earliest opportunity

- b. All requirements and obligations are performed in compliance with relevant legislation and bylaws
- 9. All salaried and volunteer staff members are to be trained in emergency response and evacuation procedures including:
 - a. Exit point location
 - b. Cardio pulmonary resuscitation (CPR)
- 10. It is the responsibility of the Workplace Health and Safety Officer to:
 - a. Assist staff to identify the cause(s) of dangerous occurrences and accidents and to assist in the development of corrective and preventative action(s)
 - b. Ensure relevant authorities are notified of all reportable occurrences or events
- 11. The following document must be completed for all incidents and injuries involving employees, volunteers, agency staff, contractors, visitors or the general public:
 - a. The Varsity Gymnastics & Australian Active Kids Injury Report Form
 - » A copy of the completed injury report form must be retained and filed by the Workplace Health and Safety Officer

Emergency Contacts

In an emergency, call 000 (ambulance, fire, police)

3.6. Emergencies and Evacuation Policy

Date of Issue: August 2011

Date of Review: August 2012

The purpose of this policy is to direct Varsity Gymnastics personnel in how to correctly manage medical or major emergencies and in the correct and safe evacuation of the centre.

All Varsity Gymnastics staff and volunteers will be trained in emergency response and evacuation procedures including:

- Exit point locations
- Crowd control
- Cardio pulmonary resuscitation (CPR)

Major emergency situations may include:

- Visitor injury or death
- Participant, coach or staff injury
- Property assault and damage
- Terrorist or other attack
- Crowd unrest
- Personal assault
- Storm, flood or fire
- Bomb threat
- Building or structure collapse
- Leakage of hazardous materials
- Electrical equipment failure
- Vehicle accident
- Disappearance or removal of gymnast, competitor or spectator

Procedure

1. Varsity Gymnastics personnel and volunteers must ensure that acceptable response times are achieved for the delivery of assistance and attention to members, spectators and their families
2. Should the Workplace Health and Safety Officer be the only trained person onsite at the time of an emergency with no other staff members on duty to assist, the Workplace Health and Safety Officer may need to assign assistance duties to a qualified member of the public

Medical Emergency

1. The responsible staff member signals to colleagues with an agreed sign, that they are dealing with an emergency
2. Steps to manage a medical emergency – the Workplace Health and Safety Officer should follow these steps:
 - a. Assess the area for any dangers that may pose further threat to you, the casualty or others in the area. If possible, remove the danger. When the area is safe, attend to the casualty. If it is not possible to remove the danger or to access the casualty without placing your own life at risk, call '000' for help and explain the medical emergency and the dangers
 - b. Assess the casualty. Determine if the casualty is conscious by asking their name or seeking a response. If there is no response use your first aid training to check airways and position casualty appropriately. If responding, apply first aid to any life threatening injuries that need immediate attention. If someone else is present ask them to call '000' for ambulance assistance
 - c. Check the casualty's breathing. If they are breathing, place in recovery position and call '000'. If the casualty is not breathing, call '000' for an ambulance then begin CPR and continue until ambulance arrives

- d. Continue to manage the casualty. Follow the advice and instructions provided by emergency services. Try to keep the casualty comfortable and calm until the ambulance arrives
- e. Should the injured person be a child attending the centre without their parent or guardian, the Workplace Health and Safety Officer must arrange for the child's parent or guardian to be contacted immediately. If the parent or guardian is not in attendance, a staff member must be appointed to accompany the child in the ambulance. The staff member must stay with the child until its parent or guardian arrives

Major Emergency

1. Nominated personnel sound emergency siren and read a scripted public address system announcement regarding emergency action required from the crowd and staff
2. Staff Member must assess the seriousness of the emergency and must determine the appropriate action(s)
3. All personnel are to ensure participants and spectators remain calm
4. Staff Member should endeavour to return the centre to safe operation

Major Emergency Example 1 – FIRE

All personnel must be familiar with the evacuation plan, exit points and the location and operation of fire fighting equipment

If fire is discovered

1. Inform management and staff of the emergency
2. Notify fire brigade – 000
3. Attempt to control the fire following Varsity Gymnastics safety standards
4. If the fire cannot be controlled immediately, follow the Varsity Gymnastics emergency evacuation procedure (see below)
5. The team member responsible for the initial fire response must complete an Incident Report

Emergency Evacuation Procedure

1. Personnel notify all staff of the nature and location of the critical event that has caused the need to evacuate
2. A nominated staff member contacts the relevant emergency services
3. A nominated staff member announces a scripted evacuation procedure over the public address system
4. Management and staff leave doors open and direct patrons to nearest exits and away from the building. Varsity Gymnastics personnel assist any patrons experiencing physical difficulties or difficulties locating exit points
5. On completion of the evacuation, personnel close any external exit doors, but leave any internal emergency doors open. These are however, to be closed if affected by fire
6. When the evacuation is complete, all staff and visitors assemble in car park. Staff should inform visitors not to attempt to drive away as this may hinder entry of emergency services vehicles
7. Staff complete a head count of personnel and where possible, visitors
8. Await direction from emergency services personnel

3.7. Equipment Policy

Date of Issue: August 2011

Date of Review: August 2012

3.7.1. Purpose

The purpose of this policy is to ensure all facilities and equipment are safe, well maintained and used according to their design, purpose and manufacture specifications.

3.7.2. Policy Coverage and Application

This policy applies to all equipment and facilities used by Australian Active Kids and Varsity Gymnastics for any activities including general class training, competitions/events, promotion of the club or associated administrative tasks.

This policy covers all equipment and facilities 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.

3.7.3. Requirements and Responsibilities

Committee

- Ensure that all 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

General Manager

- Ensure that regular equipment safety checks are carried out at least once per month
- Alert the Committee of any equipment requiring maintenance/replacement at next meeting
- Monitor the day to day use of equipment by all staff and members
- Provide induction on appropriate usage of equipment and club facilities

Head Coach

- Monitor the day to day use of equipment by coaching staff and members
- Alert the General Manager of any equipment requiring maintenance/replacement

Coach

- Monitor the day to day use of equipment by members
- Alert the Head Coach of any equipment requiring maintenance/replacement
- Educate and empower members to utilise equipment in an appropriate manner

3.7.4. Policy Breaches and Consequences

Any breach of this policy will be dealt with in line with the severity of the breach. For minor breaches, an apology will suffice with an explanation given from the Head Coach to the Committee regarding the breach. Any serious breaches will be dealt with more harshly with penalties up to and including suspension.

3.7.5. Confidentiality and Reporting

The Australian Active Kids and Varsity Gymnastics management and administration responsible for implementing this Equipment Policy will keep confidential the names and details related to breaches of the policy unless disclosure is necessary as part of the disciplinary or corrective process.

Reporting will include:

- What the equipment issue is
- What is responsible e.g. wear and tear
- When the issue was first noticed
- Who it was reported to
- Severity of the issue

3.8. Fee Policy

Date of Issue: August 2011

Date of Review: August 2012

3.8.1. Purpose

The purpose of this policy is to outline the requirements for the setting, payment, collection and refunding of membership fees.

3.8.2. Coverage

This policy applies to all members of the club

Application - Recreational Fees

Club Membership and Registration

- Annual membership includes club membership, Gymnastics Queensland registration and Sports Insurance
- Annual membership fees are non-refundable and must be paid upfront before commencement of classes
- Gymnastics Queensland registration and Sports Insurance is transferable between clubs
- Club membership and Gymnastics Queensland registration is valid from the date of payment until 31 December that year
- Membership fees must be renewed annually in January and must be paid in full prior to members entering the gymnastics floor

Fee Payments

- No refund is given for non attendance at classes, unless an application for special circumstances to the manager has been approved
- All term fees are due in their entirety when re-booking

Priority Re-booking System

- Priority is given to those who are already enrolled in a class when re-booking for the new term
- After the priority re-booking week, any remaining vacancies will be open to all members
- Bookings that are cancelled prior to the commencement of classes will forfeit one week of fees, unless an application for special circumstances to the manager has been approved
- Re-booking fees will not be accepted until any prior outstanding debts have been finalised

Hours of Training

- Members who leave early or arrive late do not qualify for any fee discount

Term Length

- Fees are calculated on a 10-12 week basis, generally aligned with public school terms
- New members starting part way through the term will have their fees calculated on a pro-rata basis

Overdue Accounts

- Any member who is having difficulty paying their account on time should contact the manager to arrange a payment schedule
- If fees are overdue and a payment schedule has not been organised, members will forfeit their positions in classes. If this occurs, no refunds or credits for membership fees will be given

Trips or Tours

- No refund or discount on fees will be given for gymnasts who are away on trips and/or tours

Make-up Classes

- Tuition fees are required to hold a position in a class, regardless of attendance. Two make up classes are available when a member's absence has been reported to reception prior to the missed class
- Make up classes are limited to two per public school term and are conditional upon a suitable vacancy being available
- All make ups must be taken in the current term. All make up credit expires at the end of each term
- Cash, products or consumables will not be given or cannot be taken in lieu of make up classes
- If a member is seriously injured or sick and cannot attend for the full term, the remainder of term fees may be reimbursed at the discretion of the manager, however a medical certificate must be supplied (not including the membership fee which is non refundable and not transferable)

Public Holidays, rest days and extra training

- There are no training sessions on public holidays. This does not entitle members to a refund for a missed lesson as account issued at the beginning of the term take into account public holidays and fees for classes are not charged for public holidays

Other activities

- Competitions, private lessons, extra training sessions, day camps etc. are to be paid for at the time of booking. Club fees must be up to date to be eligible to book these activities

Events Entry Fees and Late Entry Policy

- In order to organise an event, including the sessions, groups, rotations, coaches, judges and support staff, the Event Manager needs to begin with the number of competitors in each level and division
- Any late entry applications will be considered by the Event Manager on a case by case basis. If the Event Manager is able to accept the late entry, a late fee of \$20.00 will apply in addition to the entry fee

Refund Policy

- Refunds will be given at the discretion of the Club or Event Manager and will require a valid medical certificate for a minimum of two weeks duration (or duration of an event)
- The total amount refunded will be less any expenses incurred by the club on behalf of the member which cannot be recovered
- Refunds are not given if you simply change your mind
- In the case of state or nationally sanctioned events including those hosted by Australian Active Kids or Varsity Gymnastics, or events organised by other clubs, the respective organisation's closing dates and refund policies will apply

Application - Competition Fees

Club Membership and Registration

- Annual membership includes club membership, Gymnastics Queensland registration and Sports Insurance
- Annual membership fees are non-refundable and must be paid upfront before commencement of classes
- Gymnastics Queensland registration and Sports Insurance is transferable between clubs
- Club membership and Gymnastics Queensland registration is valid from the date of payment until 31 December that year
- Membership fees must be renewed annually in January and must be paid in full prior to members entering the gymnastics floor

Monthly Fees

- Competitive team fees are calculated on a fortnightly or monthly basis, averaged over twelve months allowing for three weeks of team holidays which will be scheduled by the coach
- Non-attendance does not qualify for refunds or credits
- Accounts are due on the scheduled day each month or through People Hub Direct Debit, except where a payment arrangement has been approved by the manager

Missing training

- If a gymnast finishes early or arrives late, they are not entitled to a discount on fees
- No discount is given when a family takes holidays during regular training time

Sickness, injury, altered training hours

- In the case of an injured gymnast with adjusted training hours, or a new gymnast beginning on reduced hours, a pro-rata adjustment will be made to your account
- There are no make up sessions in competitive teams
- Gymnasts who miss training sessions are not entitled to a fee reduction or refund

Other Activities

- Competitions, private lessons, extra training sessions, day camps, sleepovers etc. are to be paid for at the time of booking
- Club fees must be up to date to book one of these activities

Public Holidays, rest days, extra training, competitive trips

- Training may be cancelled due to public holidays, rest days or staff absences. Occasionally, extra training may be scheduled by the coach. If this occurs, accounts will be adjusted accordingly
- Missed training sessions or added competitive trips will not attract any fee adjustment
- If trips are organised as a service on a break even basis, levies may be added to cover the club's costs to send coaches and organise the trip

Overdue accounts

- If for some reason you are unable to pay your account on time, please speak to the manager to arrange a payment schedule
- Overdue accounts will incur a \$20.00 administration charge each time a reminder is sent
- Members may be forced to forfeit their place in a team if their account is overdue

Entry Fees for Competitions and Events

Late Entry Policy

- Late entry applications are considered on a case by case basis. If the late entry is accepted, a fee of \$20.00 will apply in addition to the entry fee

Refund Policy

- Refunds will be given at the discretion of the Club or Event Manager and will require a valid medical certificate for a minimum of two weeks duration (or duration of an event)
- The total amount refunded will be less any expenses incurred by the club on behalf of the member which cannot be recovered
- Refunds are not given if you simply change your mind
- Should you wish to cancel your enrolment in the squad, a request in writing must be made to Varsity Gymnastics and full fees must be paid in addition to any out of pocket expenses the club has incurred plus two weeks class fees and the applicable administration fee. If these fees are not paid, we will decline your transfer to any other gymnastics facility until all outstanding fees have been completely paid
- In the case of state or nationally sanctioned events including those hosted by Australian Active Kids or Varsity Gymnastics, or events organised by other clubs, the respective organisations' closing dates and refund policies will apply

3.9. Behaviour Management Policy

Date of Issue: August 2011

Date of Review: August 2012

3.9.1. Purpose

The purpose of this policy is to ensure a safe, secure and supportive environment for all members.

3.9.2. Policy Coverage and Application

This policy applies to all members of the club.

3.9.3. Application of Policy

Behaviour Guidelines

- Gymnasts are responsible for their own actions
- We respect each other
- We try to be safe in all that we do
- Honesty will be the basis for all relationships and interactions

Positive Reinforcement

We encourage staff and volunteers to:

- Praise, reward and encourage good behaviour and effort
- Set limits and boundaries
- Model appropriate behaviour
- Modify the class program to prevent behaviour problems before they occur
- Listen to gymnasts
- Provide alternatives for inappropriate behaviour

3.9.4. Requirements and Responsibilities

All members, including gymnasts and parents, are required to comply with this policy at all times.

3.9.5. Policy Breaches and Consequences

Australian Active Kids and Varsity Gymnastics will deal with any breaches of this policy by:

- Redirecting gymnasts to more appropriate behaviour, including providing alternatives for inappropriate behaviour and explaining consequences
- If the behaviour continues, a verbal warning will be given. If the behaviour is still occurring after this warning, a time out will be given and the gymnast's parent will be notified
- If the behaviour persists, the Head Coach will discuss the situation with the gymnasts. Parents will also receive written and verbal notification
- All breaches of this policy will be documented by staff

- If the problem persists, a Second Warning will be issued and the gymnast will be immediately removed from the gymnasium.
- If a problem is ongoing and the child continues to disrupt the classes, a Third Warning will be issued and Australian Active Kids and Varsity Gymnastics reserves the right to suspend the gymnast from the program until the Head Coach and parent meet to discuss terms of re-entry
- If a gymnast's behaviour at any time threatens the immediate safety of that gymnast, other gymnasts or staff, parents may be notified and required to collect the gymnast immediately
- Gymnasts can redeem themselves by showing good behaviour and have warnings overturned by acting appropriately within the gym with the coach and other gymnasts for a period of time to be determined by the Head Coach.

3.9.6. Confidentiality and Reporting

The club's administration responsible for implementing this policy will keep confidential the names and details relating to complaints unless disclosure is necessary as part of the disciplinary or corrective process, or required by law.

3.10. Rules of the Gymnastics Area

1. Parking is only permitted within the Varsity Gymnastics designated parking areas or outside the complex in Crown Court Varsity Lakes.
2. Varsity Gymnastics is a non smoking facility. Smoking is not permitted in or within 200m of the venue.
3. No alcohol to be consumed in or within 200m of the venue.
4. If you have a child in the waiting area please ensure that they respect other people and the facility. All children not participating in the gymnastics lesson must be supervised by a parent/legal guardian over the age of 18. At no time should a child be left alone within the facility.
5. All spectators are not permitted to play outside the waiting/viewing area. Playing in the car park is strictly prohibited.
6. No food or drink is to be taken onto the gymnastics floor area.
7. Foods containing NUTS are NOT permitted within our venue due to students and staff with life threatening allergies.
8. During classes, parents are responsible for the care and safety of their children that are not participating.
9. Parents (or guardians) are not permitted to shout over or enter the gymnastics floor (fence) to their children, and are requested to remain seated in the designated area.
10. If your child is injured in any way please inform an instructor immediately. This includes if your child is injured or unwell prior to class commencing.
11. Children are not allowed on the floor until advised by an instructor.
12. No climbing on the safety fence.
13. No shoes are to be worn on the gym floor.
14. If you have any concerns or queries regarding Varsity Gymnastics Club please direct your questions to the Director of Programs - Simone or Rod Nairn.
15. Please remember that gymnastics is a sport that has inherent risks beyond our control. At Varsity Gymnastics, we strive to maintain a safe environment and we ask for your assistance in obeying these rules.
16. So that we can allocate appropriate Coach to Gymnast ratio, to safeguard your child/children and for insurance purposes please ensure that full membership and class fees have been paid prior to your child/children commencing their gymnastics program.
17. Don't forget that exploration is the key to learning, so allow your child to progress at their own pace and you will both find the class more enjoyable.
18. Do not allow your child to attempt anything unsafe. If your child would like to try something new or different please have an instructor advise you.
19. Unacceptable language, behaviour or any form of violence will not be tolerated. Any person breaching the above rules will be asked to leave the venue immediately, and membership may be revoked dependent upon the individual situation.
20. In the case of concern for the welfare of a child/children (whilst with their parent and or guardian) due to unwar-ranted behaviour of the parent/guardian including unacceptable behaviour and/or violence, Australian Active Kids and Varsity Gymnastics will contact the police or Department of Communities, Child Safety Services immediately in accordance with the Child Protection Policy.
21. Never slander coaches, gymnasts or guests at anytime.
22. Please help us to keep the facility tidy by picking up your rubbish and informing the office of any spills on the floor.
23. Gymnasts may be dropped off 10 minutes prior to their class commencing, and MUST be collected within 10 minutes of their class finishing.
24. For the safety of all participants and patrons dogs or animals are not permitted in the venue or within the outside designated seating area, with the exception of working guide dogs.
25. Varsity Gymnastics and Australian Active Kids reserve the right to refuse entry to any person or persons refusing to abide by the rules of the gymnastics venue.
26. Should a person or persons involved in participation or a parent/guardian of a participant refuse to abide by the gymnastics venue rules and be asked to leave the venue, they will revoke any rights to receive a refund of any pre-paid fees (including administration fees or any out of pocket expenses incurred by the club).