



Enriching lives through Gymnastics

BIRTHDAY PARTIES | FREE G | GYM FOR ALL | GYM FUN
KINDERGYM | MENS | TRAMPOLINE | TUMBLING | WOMENS

Tea Tree Gully Gymsports

Main Venue

**Banksia Park Sporting Complex
88-100 Elizabeth Street
Banksia Park SA 5091**

Second Venue

**Banksia Park Primary School
1 – 5 Cottenham Road
Banksia Park SA 5091**

Postal Address

**P.O. Box 117
St Agnes SA 5097**

Phone: (08) 8264 9867

Fax: (08) 8264 7357

Email: memberservices@ttggymsports.com.au

Website: www.ttg.gymnastics.org.au

Please note: This handbook is an important document, please read and retain for future reference

No Smoking Policy – Tea Tree Gully Gymsports Inc. – All areas within the TTGG compound are Smoke Free.

TTGG is affiliated with Gymnastics Australia and Gymnastics South Australia Inc.

**Tea Tree Gully Gymsports Inc. (TTGG)
Gymnastics South Australia Inc. (GSA)**

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Welcome

Over the past 50 years, Tea Tree Gully Gymsports has developed a great sense of community, passion and accessibility through its large variety of gymnastics based sports. With more than 2000 members, TTGG caters for participants of all ages and abilities, enabling athletes to learn and maintain fundamental skills whilst being involved in an active environment.

We are proud of our status as the largest gymnastics club in South Australia and fourth largest nationally, offering the following competitive and recreational gymnastics based sports: Trampoline, Women's Artistic Gymnastics, Men's Artistic Gymnastics, Kindergym, General Gymnastics (Gym for All), Adult Gymnastics and Tumbling.

TTGG Vision:

Enriching lives through Gymnastics

TTGG Mission:

To promote, develop and grow gymnastics for the enjoyment of all.

Competition Gymsports

Men's Gymnastics is a strength building sport for boys that enhances coordination and agility. It develops positive and confident body movements and challenges the mind. Men compete in 6 apparatus: Floor, Pommel, Rings, Vault, Parallel Bars and High Bar. This sport helps to develop healthy minds and bodies for now and in the future.

Trampolining is a highflying gym sport comprising trampoline, double mini trampoline and tumbling. It caters for both boys and girls in a safe environment focussing on the progression of aerial skills. Trampoline sports develop a high level of body and spatial awareness.

Women's Gymnastics is a dynamic sport for girls involving a variety of skills on the four apparatus: Vault, Uneven Bars, Balance Beam and Floor Exercise. This gym sport develops a high level of flexibility, strength, fitness and dance. Our girls compete at both state and national events.

General Gymsports

Adult Gymnastics caters for those of us who want to experience what their children do as well as for retired gymnasts who just can't give it away. Adult classes are available for general fitness or 'Masters' competition.

Gymnastics for All includes the non-competitive or recreational aspects of gymnastics for boys and girls, catering for the 5 year-old plus age group. General gymnastic activities are not only fun, but also a great way of developing fundamental movement competence and all-round physical fitness. Gymnasts have an opportunity to compete in a state competition if they wish.

Kindergym offers a movement-based program for 0 – 5 year olds and their caregivers. A variety of equipment is arranged to offer safe, exciting new challenges and stimulates children to use motor skills. Classes offered include: Babies <2 yrs, General 0-5 yrs and Pregym 4yrs.

Tumbling is perfect for Cheerleaders or Dancers, both boys and girls, who want to take their routines to the next level. Combined with strength exercises these classes cater for everyone whether you're a beginner or have been tumbling for years.

Accreditation

TTGG is LaunchPad accredited. LaunchPad is a joint national initiative between Gymnastics Australia and the Australian Sports Commission to increase participation in physical activity for 0-12 year olds through fundamental movement skills required in all types of physical activity and hopefully to lead a happy, healthy life.

By participating in a LaunchPad program children will develop their fundamental movement skills, strength and fitness all while having a great time. Furthermore, LaunchPad programs are not just a work out for children's bodies, but also for their brains, with activities designed to benefit learning, concentration and brain development. LaunchPad also helps develop children's social skills through team work and cooperation.

The LaunchPad logo recognises quality programs that develop fundamental movement skills in a fun environment. All programs, which fall under the LaunchPad initiative, are conducted by accredited coaches who aim to give all children a fun, exciting and educational introduction to gymnastics and movement.



Gymnastics provides a "launch pad" into life...into sports, education, health and a happy childhood!

Board of Directors

Meetings held 2nd Thursday of each month in the boardroom.

Chairperson: Amber Dinevski *Governance*

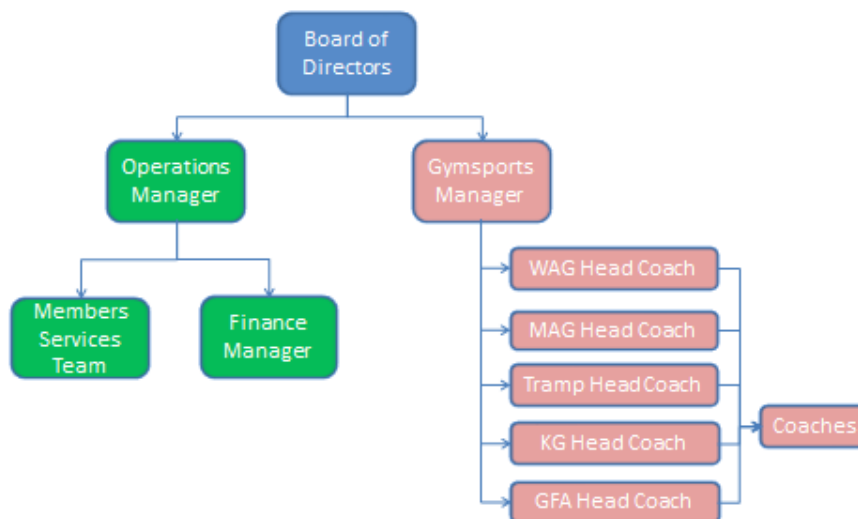
Vice Chairperson: Scott Hockenull *Marketing*

Directors: Luke De Simoni *Performance*

Norman Dinevski *Finance*

Gary Page *Facilities*

Mel Huikeshoven *Communication*



Management

Gymsports Manager: Charmaine du Plooy

Operations Manager: Toby Taylor

Finance Manager / Public Officer: Suzanne Pfeiffer

Senior Coaching Staff

WAG Head Coach: Liana Crompton

MAG Head Coach: Guennadi Rubine

Trampoline Head Coach: Dita Campbell

Kindergym Head Coach: Andrea (Andy) Browne

Gym for All Head Coach: Steph Eglinton

Child Safety Officers: Suzanne Pfeiffer and Andrea (Andy) Browne

All coaches are accredited with Gymnastics Australia and undergo training and to update their accreditation each year, hold current Apply First Aid Certificate and DCSI Screening’s. All staff are Child Safe trained.

Policies of the Tea Tree Gully Gymsports

Tea Tree Gully Gymsports has adopted the Gymnastics South Australia's (GSA) Member Protection Policy and Privacy Policy.

All members must read, understand and abide by these Policies as a condition of becoming a member of our Club. This ensures that you, your child and the Club are protected at all times.

As well as these Policies, which are printed in the handbook, the Board has ratified other policies, which govern process, staff behaviours, Health and Safety, Grievance Resolution, Fees and charges, as well as our No-smoking and asthma Policies. These are internal documents designed for staff use, but they are available for members to read when requested.

All of our policies are constantly in review as we strive to improve the service that we provide to our members.

Authorised by:

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Amber Dinevski
Chairperson
March 2019

Privacy Statement

TTGG is committed to providing its members with the highest degree of service. This includes protecting your privacy.

TTGG is bound by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of individuals' privacy.

The aim of the laws is to ensure that organisation's manage personal information responsibly, and provide a consistent approach to its collection, use and disclosure. The laws also provide individuals with rights to access their personal information and to change it, if needed.

The Privacy Act requires us to communicate the following important information to all our customers, regarding the use of your personal information.

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 we collect personal information

TTGG collects personal information in order to deliver and enhance the services we offer our members. We collect personal information from you when you do any of the following:

- Register as an athlete.
- Register to become a technical member.
- Are awarded life membership of TTGG.
- Register your child as a member of our Kindergym section.
- Enter a GSA event or program.
- Are selected to represent TTGG in a State or National team.
- Participate in a TTGG/GSA course.
- Request information from us.
- Provide information to TTGG staff or volunteers.
- Participate in a TTGG survey.
- Are employed by TTGG, or volunteer to work for TTGG.
- Apply for a grant through GSA.
- Register to receive publications or other material from GSA/TTGG.
- Email TTGG or any staff member.

How we use personal information

We will only collect information, which 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 for the following purposes:

- To provide you with the services you require or have requested.
- For internal accounting and administration.
- For regulatory reporting and compliance.
- To identify you so that we can inform you about future services, products, events, etc.

You can advise Tea Tree Gully Gymsports at any time, if you do not wish to receive information about services or products, or if you do not wish us to disclose personal information to any other organisation, including related organisation's. Unless you advise us otherwise, you confirm agreement to the above uses of your personal information.

If you choose not to provide Tea Tree Gully Gymsports with personal information, we may not be able to provide you with the services you require, or are entitled to, nor may we be able to provide service at the level on which we pride ourselves.

When we disclose personal information

We may disclose personal information to other organisations, which assist us in providing service to members and customers. These organisations may include:

- Outsourced service providers who manage the services we provide to you, including insurers and insurance brokers.
- Professional advisers, including accountants, auditors and lawyers
- Government and regulatory authorities and other organisations, as required or authorised by law.

We also disclose personal information to the National Organisation, Gymnastics Australia, and State Organisation, (Gymnastics South Australia Inc.), as part of membership, insurance and other arrangements.

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 information about other individuals, we rely on you to make them aware that you are in turn providing that information to us, the purposes for which we use that information, the types of third parties to whom we may disclose that information, and how they can access it.

Storage and security of personal information

TTGG stores personal information on computer databases. Your personal information may also be held in paper and electronic computer file form. We have security measures in place to provide reasonable protection for your personal information, against misuse, loss or unauthorised handling.

Accuracy of personal information

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

Access to personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to access your personal information, please write to the Operations Manager. You may also advise TTGG at any time of any possible breaches of your privacy, or about inaccurate, incomplete or out-of-date information.

Member Protection Policy

1. Policy Statement

- 1.1 Tea Tree Gully Gymsports Inc. is committed to providing a sport and work environment free of discrimination and harassment (sexual or otherwise) where individuals are treated with respect and dignity. The Club will not tolerate discriminatory or harassment behaviour under any circumstances. Where such action is brought to the attention of the Club, it may, at the discretion of the Board, and taking into account expert advice that may be sought from time to time, take disciplinary action against anyone who breaches this Policy.
- 1.2 The Club is committed to ensuring that the safety, welfare and wellbeing of children are maintained at all times during their participation in activities run by the Club. Accordingly, any person involved in the management or coaching of any member under the age of 18 years will be asked to undergo screening procedures including police and other probity checks.

2. Policy application

- 2.1 This Policy applies to all members of the Tea Tree Gully Gymsports, employees, officers, administrators, volunteers, coaches, leaders, judges, athletes and officials (members).
- 2.2 This Policy applies equally to Members involved in each of the Club's gymsports, including Women's Gymnastics, General Gymnastics, Kindergym, Pre Gym, Tumbling, Men's gymnastics and Trampoline Sports.
- 2.3 The Policy applies to behaviour occurring both within and outside the course of the Club's business, activities and events, when the behaviour involves Members and negatively affects relationships within the Club's sport and work environment.

3. Policy coverage

- 3.1 Discrimination and all forms of harassment are unlawful under federal, state and territory law. People engaging in such conduct can have legal action taken against them under these laws. In some cases, legal action can also be taken against the organisation for which they work or represent. For this reason, the Club has a legal responsibility to ensure that discrimination or harassment does not occur in the course of any of the Club's activities.
- 3.2 The law is always the minimum standard for behaviour within the Club and therefore any criminal offence will be reported to the appropriate authorities.

4. Discrimination

- 4.1 It is unlawful to treat anyone unfairly on the basis of various attributes or personal characteristics in key areas of public life.
- 4.2 A Member must not treat a person less favourably than another person on the basis of an attribute (such as race, gender, age, marital status, sexuality, pregnancy or intellectual or physical impairment) than someone else without that attribute in the same or similar circumstances.
- 4.3 Indirect discrimination is also unlawful. This means that a Member cannot impose a requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect or result on particular groups. Unless this type of requirement is reasonable in all the circumstances it is likely to be indirect discrimination, even if there was never any intention to discriminate.

5. Harassment

- 5.1 Harassment can take many forms but can generally be defined as unwelcome verbal or written comments, conduct, or gestures directed toward an individual or group of individuals that the harasser knows, or should reasonably be expected to know, is insulting, intimidating, humiliating, malicious, degrading or offensive.
- 5.2 Sexual harassment is behaviour that has a sexual element that is unwelcome and could reasonably be expected, in the circumstances in which it occurs, to offend, humiliate or intimidate the person or people at whom it is directed.
- 5.3 A Member must not engage in any form of harassment, including:
 - written, verbal or physical abuse or threats;
 - unwelcome physical contact;
 - the display of offensive materials
 - promises or threats in return for sexual favours;
 - unwelcome sexual comments, jokes or propositions
 - homophobic comments or behaviours; or
 - jokes or comments directed at a person's body, looks, age, race, disability, sexuality, marital status or pregnancy

6. Intimate relations

- 6.1 Tea Tree Gully Gymsports takes the view that intimate sexual relationships between coaches and athletes, while not necessarily constituting unlawful harassment, can have harmful effects on the individual athlete involved, on other athletes and coaches, and on the sport's public image.
- 6.2 Because there is always a risk that the relative power of the coach has been a factor in the development of such relationships, the Club takes the position that coaches working at all levels should avoid such relationships.
- 6.3 Should a sexual relationship develop between an athlete and a coach, the Club will investigate whether any action against the coach is necessary. If the Club determines that the sexual relationship is inappropriate, action may be taken to terminate the coaching relationship with the athlete. Action may include transfer of the coach or, if this is not feasible, a request for resignation or dismissal from employment or coaching duties.
- 6.4 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.
- 6.5 The law is always the minimum standard for behaviour within the Club and therefore sex with a minor, of either the same or the opposite sex, is a criminal offence and will be reported to the appropriate authorities.

7. Victimisation

- 7.1 A Member must not subject any person to victimisation.
- 7.2 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 his or her right to make a complaint or support another person in making a complaint against another person.

8. Child protection

- 8.1 Members must not employ or engage a person (whether paid or unpaid) to coach or otherwise supervise a child under the age of 18 without first:
 - (a) requiring that person to disclose whether or not he or she has been convicted of a serious sex offence; and
 - (b) conducting a police or other appropriate probity check on that person.
- 8.2 A Member must notify the appropriate authorities (such Families SA or SA Police Department) of:
 - (a) any applicants for employment that the Member rejected as a result of risks identified through screening processes; and
 - (b) the name and other identifying details of any person against whom relevant disciplinary proceedings have been completed by the Member in relation to child abuse (sexual or otherwise) irrespective of the findings.
 - (c) All employees and volunteers must complete the Play by the Rules online course for Child Protection and Harassment and Discrimination.

9. Roles and responsibilities

This section specifies the roles and responsibilities of all Members. In some cases, particular classes of Members have the additional roles and responsibilities that are also specified below.

9.1 Members

A Member must;

- (a) comply with this Policy
- (b) make complaints about a breach of the Policy in accordance with the Club's Complaints Handling Procedure;
- (c) submit to the Complaints Handling Procedure if an allegation is made against that Member;
- (d) not make any frivolous or vexatious claim that another person is in breach of this Policy; and
- (e) conduct themselves in a proper manner so as not to bring that Member, the Club or the sport generally into disrepute.

9.2 Administrators

Administrators must ensure that the organisation he or she is employed or engaged by;

- (a) provides and promotes an environment free from discrimination and harassment in relation to its employment functions, its membership eligibility and any supply of goods and services.

- (b) distributes, promotes and implements this Policy and Complaints Handling Procedure;
- (c) encourages reporting of discrimination, harassment or child abuse, regardless of who the offender might be, and that appropriate training is provided to those who manage and implement this Policy; and
- (d) deals with complaints in an impartial, sensitive, timely and confidential manner.

9.3 Coaches

Coaches must:

- (a) comply with the Gymnastics Australia Coaches' Code of Ethics
- (b) understand and respect that as a coach he or she has considerable power and authority over athletes and should not abuse it;
- (c) avoid intimate relationships with athletes;
- (d) not exclude or treat less favourably any athlete from playing or coaching activities on the basis of an attribute or personal characteristic;
- (e) always assume that there are lesbian, gay and bisexual people on teams, and among the coaching and support staff, even if they have chosen not to identify themselves, and make it clear that the coach will not tolerate any prejudice based on sexual orientation; and
- (f) avoid focusing on an athlete's disability unless this is the only way that the coach can find out what adjustments the athlete requires.

9.4 Judges

Judges must:

- (a) comply with the Judges' Code of Ethics

10. Breaches and consequences

TTG Gymsports undertakes to deal with any complaints of a breach of this policy promptly, seriously, sensitively and confidentially. At any stage, it is the prerogative of the complainant to proceed with, or dissolve, a complaint.

The following procedure is to be followed should a breach of this Policy become evident:

Procedural Steps

- The breach should be formally reported to the Board for attention
- The Operations & Gymsports Managers will be empowered to address the breach specifically with the individual reported to have breached the Policy
- In the instance that the Operations or Gymsports Managers is reported to have breached the policy, the Chairperson will address the matter with the said Manager directly
- Following an approach by the said Manager, should the behaviour continue, the Chairperson and one other Board Member will address the individual concerned (where the individual concerned is neither the Chairperson or said Manager)
- If no resolution is achieved, reports are provided to the full Board determine the appropriate course of action

11. Confidentiality and reporting

11.1 TTG Gymsports administration is responsible for implementing this policy and 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.

Emergency Evacuation Procedure

In the event of a fire, explosion or any other need to immediately evacuate the facility, the coaches coaching each group of athletes will take full responsibility to evacuate that group. They will ensure that any athletes who are a part of the group but not with that group at that time are collected from where they are (e.g. the toilet, kitchen, other training area) and evacuated with their group. Parents and visitors to the gym are to evacuate with the athletes that they are accompanying and the coach that has been working with their athletes.

The Head Coach or nominated delegate will undertake a full check of all the following areas –

- Equipment Storeroom
- Pit Room
- Main Gym
- Activity Room
- Conference Room
- Rostron Hall

Double check that all areas are clear, secure area and proceed to **Safe Area – Front Reserve**.

The Member Services Team or nominated delegate will contact the emergency services via our monitored alarm system, then undertake a full check of all the following areas

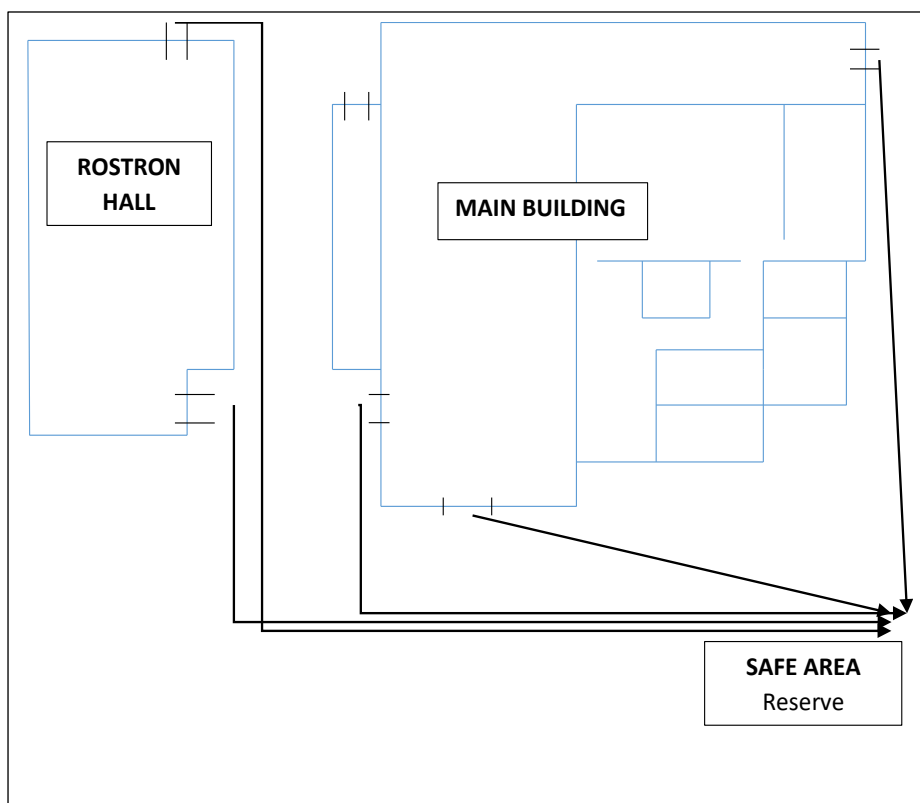
- Kitchen
- Locker room
- Toilets and change room
- Office
- Turn off Gas

Double check that all areas are clear, secure area and proceed to **Safe Area – Front Reserve**

The Board has nominated the front reserve as the muster point for all occupants of the facility to ensure that everyone is well away from the access of the emergency services (fire brigade etc.).

On arrival at the muster point coaches are to undertake a full check to ensure that their entire group is with them. If anybody is missing, they will report this fact to the Head Coach who, having checked with each group, will inform the emergency services of any missing person and where in the facility they were last seen.

Please Note: Fire Drills will be conducted for gym sports at least once per year.



Codes of Behaviour – Parent/Caregiver

1. Statement of commitment
As a member of Gymnastics Australia, Tea Tree Gully Gymsports Inc. and its members are required to comply with Gymnastics Australia's Member Protection Policy.
2. Roles and responsibilities
As a parent of a participant in any activity held by or under the auspices of Gymnastics Australia, Gymnastics SA or Tea Tree Gully Gymsports Inc. you must meet the following requirements in regard to your conduct during any such event or activity.
3. Policy application
 - a) Respect the rights, dignity and worth of others.
 - b) Remember that your child participates in sport for their own enjoyment, not yours.
 - c) Focus on your child's efforts and performance rather than winning or losing.
 - d) Never ridicule or yell at your child and other children for making a mistake or losing a competition.
 - e) Show appreciation for good performance and skillful plays by all gymnasts (including opposing gymnasts).
 - f) 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.
 - g) Respect official's decisions and teach children to do likewise.
 - h) Do not physically or verbally abuse or harass anyone associated with the sport (gymnast, coach, judge and so on).
 - i) Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
 - j) Be a positive role model.
 - k) Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.
4. Breaches and consequences
Tea Tree Gully Gymsports Inc. will deal with any breach of the Codes of Behaviour Policy promptly, seriously, sensitively and confidentially. Minor breaches of this policy will result in the offender being approached by Head Coach / Centre Management, where the breach will be explained to the person and request for the offending behaviour to cease. Serious or continued breaches of this policy will result in closure of viewing area for that parent or whole section and where applicable SAPOL will be involved.
4. References
Junior Sport - Codes of Behaviour
<http://www.playbytherules.net.au/assets/media/interactive/Junior Sport - Codes of Behaviour.pdf>

Codes of Behaviour – Participant

1. Statement of commitment
As a member of Gymnastics Australia, Tea Tree Gully Gymsports Inc. and its members are required to comply with Gymnastics Australia's Member Protection Policy.
2. Roles and responsibilities
In addition to Gymnastics Australia's General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Gymnastics Australia, Gymnastics SA or Tea Tree Gully Gymsports Inc. and in your role as a participant in any activity held by or under the auspices of Gymnastics Australia, Gymnastics SA or Tea Tree Gully Gymsports Inc.
3. Policy application
 - a) Respect the rights, dignity and worth of fellow players, coaches, officials and spectators.
 - b) Do not tolerate acts of aggression.
 - c) Respect the talent, potential and development of fellow players and competitors.
 - d) Care for and respect the equipment provided to you as part of your program
 - e) Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements.
 - f) At all times avoid intimate relationships with your coach
 - g) Conduct yourself in respectful manner relating to language, temper and punctuality.
 - h) Always maintain high personal behaviour standards.
 - i) Abide by the rules and respect the decision of the official, making all appeals through the formal process and respecting the final decision.
 - j) Be honest in your attitude and preparation to training. Work equally hard for yourself and your team.
 - k) Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level.
9. Breaches and consequences
Tea Tree Gully Gymsports Inc. will deal with any breach of the Codes of Behaviour Policy promptly, seriously, sensitively and confidentially. Minor breaches of this policy will result in the offender being approached by Head Coach / Centre Management, where the breach will be explained to the person and request for the offending behaviour to cease. Serious or continued breaches of this policy will result in immediate suspension or termination of membership and where applicable SAPOL will be involved.
10. References
Junior Sport - Codes of Behaviour
<http://www.playbytherules.net.au/assets/media/interactive/Junior Sport - Codes of Behaviour.pdf>

Competition Fee Policy

Competitions – condition of entry

Coaches will give the Gymsports Manager a list of entrants for competitions. The fees will be added to your account a minimum of **8 weeks before** the due date. The entire competition fee **MUST** be paid **by the due date listed on your account** for the entry to be submitted.

Please note that these costs are subject to change as they are set by GSA or AASCF; we have no control over these amounts. Coaches will notify members of any changes to competitions.

If the monies are not paid, athletes will not be entered into the competition.

Please note: there is no refund for change of mind entries as per the GSA and AASCF competition refund policy. A refund for an injury will only be made when a doctor's certificate is supplied. This refund must be obtained from Gymnastics SA before we can refund the monies on your account.

The doctor's certificate must be provided to Tea Tree Gully Gymsports Centre Management no later than 7 days after the competition date for you to get a refund.

Where a refund is required TTGG will apply for this on behalf of the athlete.

COMPETITION FEES: Competition fees paid may be considered for a refund only when a medical certificate is produced within 14 days prior to, or after, the competition date. The medical certificate must cover the date of the competition.

Tea Tree Gully Gymsports Fee Policy

1. Registration:

New members must complete a registration form.

All members are requested to update personal information annually.

Registration packs with club information will be handed out to all registered members upon payment of the registration fee.

Media Release Forms must be signed and returned upon joining.

2. Membership Cards – General Gymnastics

Members are expected to bring their membership card each time they attend the Club. If the card is forgotten, please inform Office of attendance. Lost cards are replaced at members cost.

3. Fees:

Fees are to be paid promptly by the third week of each term, registration fee is to be paid at the first class attended to participate in classes.

If it is your first time participating in a class, a casual fee of \$10 can be paid to cover the insurance for the first session. If you continue in the gymsport the annual registration needs to be finalised by week two. This is required for all gymsports.

- Gymsports fees payable include Term fees, GSA registration and building fund levy.

4. Statements: Please access the parent portal to access statements.

Please note: any annual fee rises will be based on the financial year e.g. Commencing term 3.

5. Payment of Fees

It is acknowledged that some people may not be able to pay in full by week 3. It is therefore necessary for them to make part-payment arrangements with our Member Services Team in week 1 of the term.

Payment Plans must be agreed upon in writing, please see the Member Services Team for forms. A new Payment Plan, if required, must be signed prior to the fee due date, and then again at the beginning of each calendar year. The onus is on members to complete a Payment Plan each year.

Once mutually agreed upon, the onus is on the member to make regular payments. This is not a direct debit agreement.

Member Services Team will issue verbal and/or written requests for payment after 3 weeks. A late payment penalty of \$5 will apply after week 3 if no payment arrangement has been made with Member Services Team

A \$30 deposit is required for all non-competitive gymsports by the end of each term to hold a place for the following term. If you are unable to return and would like your deposit refunded, Tea Tree Gully Gymsports will need to be contacted by 3pm on the first Friday of term.

At the end of term 4 each year, General Gym families are required to pay the following years Annual Registration as their holding deposit.

All members must be financial when returning for a new year

6. Methods of payment:

- EFTPOS facilities available – VISA & MasterCard
- Payment by cash
- Credit Card payments accepted over the phone
- Direct Debit Agreement

7. Non-Payment of Fees

If fees have not been received by the end of term, families will be contacted, and the athlete will not be able to participate until fees have been caught up.

If monies remain unpaid by week 4 the second overdue account warning will be sent either by email or post.

If monies remain unpaid by week 8 the third and final overdue account warning will be sent to the by email or post warning that Marshal Freeman (debt collectors) will be engaged if payment is not made after 7 days on receiving the account.

A Marshall Freeman collections officer be in contact to arrange payments. It is still possible to speak with our membership service team if greater detail is required regarding individual accounts. Once payment has been made to Marshall Freeman we will be informed that the fees have been cleared and the athlete will be allowed to return to training.

8. Outstanding Payments for travel and accommodation

All overdue amounts for team trips will incur a 5% fee for fees still owed 7 days after the fee is due.

9. Refunds

The following rules will apply:

Non-attendance at general training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid. Pre-payment of lesson fees and annual Club/Governing body registration fees, are a requirement to ensure a class position is available.

Training fees do not include costs for events, competitions or any uniform items. The fees are applied for the coaching/tuition provided and use of the Club's gymnastics related equipment.

A non-refundable annual Club membership and Governing body registration fee applies. This membership is valid from January 1st to December 31st in the current year.

Claims for refunds, transfer, credit or exchange will not be considered unless accounts are paid up-to-date or in credit.

Make-up classes can be arranged for genuine illness and/or special circumstances within recreational Gymsports (Not including all competition sports, Adults Gymnastics and Tumbling). However, notification of absence must be given prior to the customer missing the start of their normal training session.

Fees for Competition Sports, Adult's Gymnastics and Tumbling will not be refunded for missed sessions unless an injury/long standing sickness occurs and the head coach is notified and documents are supplied to the Member Services Team.

Please be aware that not all competition providers will provide a full refund for withdrawals, in which case TTGG will be unable to pass on a full refund.

HOLDING FEE: If families are intending on being away (eg. Holiday) for a long period of time, they can apply for a holding fee. Holding fees will be **\$50 per child**. Maximum amount of time for a holding fee is one term. Members wishing to consider this fee need to contact the Members Services Team.

DEPOSITS: Deposits may be refunded only if the member advises in writing they are not returning, and this must be received by the Club prior to 3.00 pm of the first Friday of each term.

TERM FEES: Members may be entitled to a refund of fees paid, only when a medical certificate is produced with clear dates covering absences. Only the dates specified on the medical certificate will be considered for a refund.

Applications for refunds must be received in a timely manner.

Building Funds are non-refundable

Definitions

A customer is entitled to a refund if the goods:

- have a fault that the customer could not have known about at the time of the purchase
- do not do the job the customer was led to believe they would do
- do not match the sample they were shown
- are not as they were described.

<https://www.sa.gov.au/topics/business-industry-and-trade/running-a-business/selling-to-customers/sales-practices/refunds-to-customers>

Competition :Trampolining, Tumbling, Men's Gymnastics and Women's Gymnastics.

Recreational Sports- Tumbling, Adult's Gymnastics, General Gymnastics, Kindergym and Pregym.

Participation rules:

- **Members cannot go on equipment until instructed and supervised by their coach**
- No running
- Wear shoes to and from the building
- Dress appropriately, e.g. shorts, T-shirt, leotard
- Wear no jewelry (sleeper earrings acceptable)
- Tie long hair back and NO bobby pins in hair
- Report to coach on arrival or the front desk for late arrivals

For **safety reasons**, caregivers are requested to:

- accompany children to and from the door.
- Keep siblings under control at all times. (Club equipment is only to be used by members during their session time.) Children may be asked to leave or charged a casual fee.

Caregivers are welcome to stay during session times to watch their child's progress in the parent viewing area. Caregivers should ensure that the privacy and reputation of all athletes is preserved at all times; and recognise the fun nature of gymnastics before the competitive. At no time should any athlete other than your own child be discussed with any other members.

Feedback

Your feedback is important to us and we encourage all members to be forthcoming with any suggestions. These will be taken to the Board for review and if you wish to be notified of the outcome please include your details. You are welcome to email any feedback you have or utilise the feedback box located by the Kitchen.

Advertising

An electronic notice-board screen can be seen in the parent viewing area. This is available for local companies to advertise on for a small fee. Spots are limited so please see our Member Services Team Leader for more information.

Volunteers

Tea Tree Gully Gymsports values its volunteers and without their help many of the tasks some of which take considerable manpower and time (such as placing new underlay under the floor area) would require us to pay contractors and our costs would be significantly higher. We thank anyone who has assisted us in a volunteer capacity in previous years.

The Board would like to take this opportunity to thank all our volunteers. Our coaches/staff do many volunteer hours including; attending competitions both state and national, programming and fundraising. We also have many other volunteers who assist with coaching, fundraising, judging, building works, setting/packing up for competitions, assisting during competitions and many other roles.

We couldn't do it without you! Thank you!

Sports Vouchers 2019

What is the Sports Vouchers program?

Sports Vouchers is a State Government initiative administered by the Office for Recreation and Sport (ORS). The program is an opportunity for primary school age children from Reception to Year 7 to receive a \$100 discount from sports club/membership fees. Clubs and providers can then offer a \$100 discount on joining fees and recoup that money directly from the Office for Recreation and Sport. The purpose is to increase the numbers of children playing organised sport and to reduce the costs for parents.

What can the \$100 be used for?

The \$100 can be used towards membership fees which provide access to a minimum 10 week sports program. The discount cannot be used for equipment purchase or a one-off 'come and try' type event.

You can claim your 2019 Sports Voucher with TTGG. Please refer to this link for more information:

<http://www.sportsvouchers.sa.gov.au/>

You will need to follow this link, print off voucher, complete and return to our Member Services Team:

http://sportsvouchers.sa.gov.au/_data/assets/pdf_file/0003/157521/2016Voucher.pdf

Volunteers

If you would like to take part in the club activities, maintenance, sponsorship, supervision, or as a prospective coach or judge, please speak with one of the Member Services Team who will point you in the right direction.

We wish to acknowledge:

Hon Dorothy Kotz, JP, Patron
Lesley Purdom, Patron
Tom Kenyon MP, Patron
Jim McLafferty Councilor, Patron (recently deceased)

City of Tea Tree Gully
Office for Recreation and Sport &
Our bank of Volunteers without whom the Club would not survive