



Enriching lives through Gymnastics

KINDERGYM
PREGYM

GYM FOR ALL
ADULTS
FREE G

TRAMPOLINING
TUMBLING

MENS ARTISTIC GYMNASTICS

WOMENS ARTISTIC GYMNASTICS

BIRTHDAY PARTIES

HOLIDAY PROGRAMS

Tea Tree Gully Gymsports Inc.

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

Email: memberservices@ttggymnsports.com.au

Website: www.ttgg.gymsports.com.au

Customer Portal: <https://app.iclasspro.com/portal/ttggymnsports>

Please note:

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

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 venues are Smoke Free.

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

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Welcome

Since 1966, 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 1500 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, offering the following competitive and recreational gymnastics-based sports: Kindergym & Pre-Gym; Gymnastics for All, including Adult Gymnastics and Free G; Trampolining & Tumbling; Women's Artistic Gymnastics and Men's Artistic Gymnastics. In addition, we offer Birthday Parties and Holiday programs.

TTGG Vision:
Enriching lives through Gymnastics

TTGG Mission:
To promote, develop and grow gymnastics for the
enjoyment of all

Competition Gymsports

Men's Artistic 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 and Tumbling is a highflying Gymsport 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 Artistic 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 Gymsport develops a high level of flexibility, strength, fitness, and dance. Our girls compete at both state and national events.

Gymnastics for All

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.

General Gymnastics 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 and Pregym offers a movement-based program for 0 – 5 year old's 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.

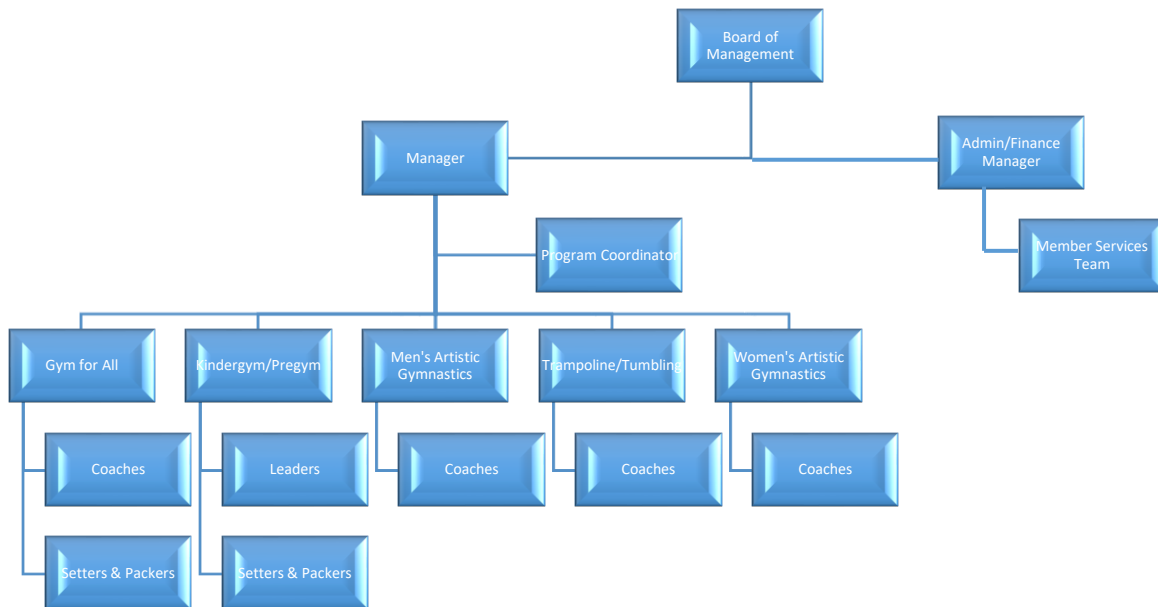
Recreational Tumbling is perfect for Cheerleaders or Dancers, both boys and girls, who want to take their routines to the next level. Combined with strength exercises these classes cater for everyone whether you are a beginner or have been tumbling for years.

Board of Directors

Meetings held 2nd Thursday each month in the Conference Room.

Chairperson: Dr Tamara Page
Elyce Kenny
Jill Lovell
Kathleen Bartlett
Nicole Castle

TTGG Manager: Gary Page
Finance Manager: Suzanne Pfeiffer



Coaching and Member Services Team

Member Services Team

Member Services Officers: Jane, Karen, Fiona, and Kate

Adult's Gym

Coaches: Sam

Gym for All Gymnastics

Acting Head Coach: Gemma

Coaches: Sam, Karen, Emily, Jack, Gavin, Holly, Isabella, Jessica, Nia, Lily, Cleo, Sienna, Emily, Julia, Monique, and Marley

Kindergym/Pregym

Head Coach: Andy

Coaches: Kerryl, Sarah and Sam

Men's Gymnastics

Head Coaches: Guennadi

Coaches: Steve, Gavin, and Jack

Trampolining

Coaches: Chris, Jen, Joshua, Guennadi and Cameron

Tumbling

Coaches: Natasha, Sam, Cassie, Holly and Amelia

Women's Gymnastics

Head Coaches: Manel

Coaches: Alana, Emily, Savannah, Kendall, Dee, Brittany, Gary, Tammy, Cassie, Grace, Cleo, Sienna and Amelia

Holiday Programs

Gemma

Birthday Party's

Gemma

All coaches are accredited with Gymnastics Australia and undergo training and to update their accreditation each year, hold current Apply First Aid Certificate and WWCC. All staff are Child Safe trained. Our child Safety Officers are Suzanne Pfeiffer and Andrea (Andy) Browne.

Policies of the Tea Tree Gully Gymsports

The Tea Tree Gully Gymsports has adopted the Gymnastics Australia's (GA) 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 always protected.

In addition to these Policies, 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 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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Dr Tamara Page
Chairperson
December 2020

Member Protection Policy and Child Safe Policy

The [Member Protection Policy](#) must be read in conjunction with the [Child Safe Policy](#).

The specific codes of behaviour contained within the Member Protection Policy are

- [Coaches Code of Behaviour](#)
- [Parent or Guardian Code of Behaviour](#)
- [Participant Code of Behaviour](#)
- [Spectator Code of Behaviour](#)
- [Judges Code of Behaviour](#)

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 several 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 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 organisations. 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 can amend or update your information via your account on Customer Portal.

Emergency Evacuation Procedure

In the event of the need to immediately evacuate the facility, the coach in charge of 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 as directed.

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 – Athletics Oval at the eastern end of the carpark**

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 – Athletics Oval at the eastern end of the carpark**

The Board has nominated the Athletics Oval 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 each Gymsport at least once per year.

Tea Tree Gully Gymsports Fee Policy

1. Registration:

New members must register online via the Customer Portal.

All members are requested to keep personal information updated via the Customer Portal.

Family policies must be accepted upon registration

Photo and Social Media Waiver must be accepted/declined upon registration.

2. Fees:

Fees are to be paid promptly before the third week of each term; the registration fee is to be paid following the first class attended to enable further participation in classes as this fee includes athlete insurance.

If it is your first time participating in a class, a casual fee can be paid to cover the insurance for the first session.

If you continue in the Gymsport the annual registration needs to be finalised before week two. This is required for all Gymsports.

- Gymsports fees payable include Term fees and GSA registration.

3. Statements

Will be sent to the email address held on your account on a regular basis. They can also be accessed via your account on the Customer Portal or the iClassPro app.

Please note: any annual fee rises will be based on the Calendar year e.g. Commencing term 1

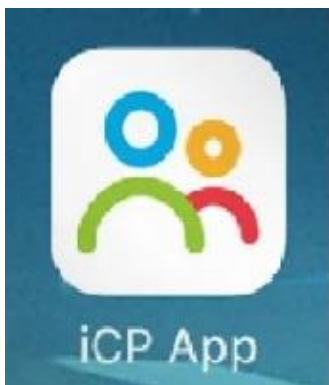
4. Payment of Fees

It is acknowledged that some people may not be able to pay in full before week 3 of each term. It is therefore necessary for a member to request a payment plan by emailing memberservices@ttgymsports.com.au in week 1 of each term. The onus is on the member to make regular payments by the agreed upon due date. This is not a direct debit agreement.

All members must be financial when returning each term

5. Methods of payment:

- **Please pay fees through the Customer Portal**
- <https://app.iclasspro.com/portal/ttgymsports>
- or through the iClassPro app.
- To download the iClassPro app, go to your App store or Google Play and use the organisation code: **ttgymsports**



6. Non-Payment of Fees

If fees have not been received by the due date, families will be contacted, and the athlete will not be able to participate until fees have been paid.

Travel and accommodation

Any travel and accommodation amounts will be required to be paid upfront before any bookings are confirmed.

7. 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 Governing body registration fee applies. This membership is valid from January 1st to December 31st in the current year.
- Claims for refunds, will not be considered unless accounts are paid up-to-date or in credit and must be received in a timely manner.

7.1 MAKEUP CLASSES: can be arranged within Kindergym/Pregym **ONLY**. However, notification of an expected absence must be given prior to the customer missing the start of their normal session via the app.

- One makeup class is permitted every month and expires after 30 days.
- Makeup Tokens are non-transferable and can only be used by the member who has missed the class.
- Makeup classes can be booked via the Customer Portal.
- In the event of club closure due to unexpected events makeup classes will not be refundable.

7.2 TERM FEES: Members may request a refund of fees paid for extenuating circumstances. A request must be made through emailing memberservices@ttggymnsports.com.au. A request for refund form will be sent for completion by the member. Once this has been received it will be discussed at the next board meeting.

8. Competition Fee Policy

8.1 COMPETITION CONDITION OF ENTRY: Competitions for the calendar year will be available for members of each Gymsport to enter from January. The member must be enrolled and financial in each Gymsport 'Competition camp' 5 weeks prior to the scheduled competition date. The member **MUST** be enrolled in the Gymsport Competition camp **by the due date** for the entry to be submitted as entry fees are due to Gymnastics SA (GSA) 4 weeks prior to the competition.

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

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

The medical certificate is required to be supplied to **Tea Tree Gully Gymsports no later than 7 days after the competition date as TTGG will apply for this refund on behalf of the athlete.** This refund must be

obtained from Gymnastics SA before we can refund the monies on your account. Please note there is no refund for change of mind entries as per the GSA competition refund policy.

9. 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 under the age of 17 to and from the door.

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 always preserved; 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.

10. 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 memberservices@ttgymsports.com.au.

11. 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 for more information.

12. Sports Vouchers

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 (ORS). 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 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

Please note: The \$100 will not come off your Account until it has been received from the ORS.

13. Volunteers

Tea Tree Gully Gymsports values its volunteers and without their help many of the tasks some of which take considerable resources 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 could not do it without you! Thank you!

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
Dr Richard Harvey MP, Patron
Life Members

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