



Enriching lives through Gymnastics

KINDERGYM (KG)
PREGYM (PG)

GYM FOR ALL (GFA)
ADULTS
FREE G

TRAMPOLINING
TUMBLING

MEN'S ARTISTIC GYMNASTICS (MAG)

WOMEN'S ARTISTIC GYMNASTICS (WAG)

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

**PO Box 117
St Agnes SA 5097**

Phone: (08) 8264 9867

Email: memberservices@ttgymsports.com.au

Website: www.ttgymsports.com.au

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

Please note:

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

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 GA and GSA.

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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 & PreGym; 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 would like to acknowledge the land that we meet on is the traditional lands of the Kurna people and that we respect their spiritual relationship with their country. We also acknowledge the Kurna people as the custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today. We also pay respects to the cultural authority of Aboriginal people visiting/attending from other areas of South Australia/Australia.

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 Horizontal Bar. This sport helps to develop healthy minds and bodies for now and in the future.

Trampolining is a highflying Gymsport comprising Trampoline and Double Mini Trampoline. 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.

Tumbling involves acrobatic skills such as handsprings and somersaults on a 25-metre air floor. It caters for both boys and girls in a safe environment focussing on the progression of acrobatic skills.

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.

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 GFA - Non-competitive recreational gymnastics for children 5-16yrs. The aim of this program is to develop individual skills, confidence and friendships. These are structured classes based on age groups.

GFA Challenge - Athletes train 2hrs a week and learn routines suited to their abilities using common gymnastics apparatus. Athletes get the chance to show case their skills at interclub and state events.

Free G is an exciting new section of gymnastics designed to develop individual jumping, climbing and tricking in a safe and engaging environment. These classes are based around the skills commonly found in parkour and free running.

Recreational Tumbling -These classes are perfect for cheerleaders, dancers and those who want to take their tumbling to the next level! We have age-based classes designed to be able tailor the class to age appropriate skills minimising risk of injury.

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, Explorers 1-5 yrs (a shorter session for children that have developmental delays or sensory challenges), Junior PreGym 3yrs and PreGym 4yrs.

Board of Directors

Meetings held 3rd Thursday each month.

Chairperson: Assoc. Prof. Tamara Page

Vice Chairperson: Katrina de Koning

Nicole Castle

Tonia Rocca

Jon de Koning

Steven Sperrin

Rebecca Sperrin

Facility Manager: Gary Page

Competition Gymsports Manager:

Position Vacant at time of publication

Non-competition Gymsports Manager:

Cassandra Poulton

Finance Manager:

Suzanne Pfeiffer

Coaching and Member Services Team

Member Services Team

Member Services Officers: Fiona, Karen, Tonia and Kerryl

Adult's Gym

Coaches: Sam

Gym for All Gymnastics

Team Leader: Cassandra

Kindergym/Pregym

Team Leader: Andy

Men's Gymnastics

Team Leader: Guennadi

Trampolining

Team Leader: Julian

Tumbling

Team Leader: Natasha

Women's Gymnastics

Team Leader: Manel

Holiday Programs

Team Leader: Cassandra

Birthday Parties

Team Leader: Cassandra

All coaches are accredited with GA, undergo training to update their accreditation each year, hold current Provide First Aid Certificate and Working with Children Check. All staff are Child Safe trained. Our Child Safety Officers are Suzanne Pfeiffer and Andrea (Andy) Browne.

Policies of Tea Tree Gully Gymsports

TTGG has adopted the GA [Member Protection Policy](#), [Privacy Policy](#), and the [Child Safeguarding 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 the following processes:

- Staff behaviour,
- Health and Safety,
- Grievance Resolution,
- Fees,
- Charges,
- Non-smoking policy and
- Asthma policy

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:

Tamara Page

Assoc. Prof. Tamara Page
Chairperson
December 2023

For the Board

Member Protection Policy and Child Safe Guarding

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

The National Integrity Framework has been developed by Sport Integrity Australia in consultation with sport industry stakeholders, the Sport and Recreation State Government departments, as well as the National Office for Child Safety. The suite of policies raises the bar on the expected behaviours of every individual involved in the sport, to redefine the sport of gymnastics.

Affiliated clubs, technical members, and parents/guardians of a child participating in our sport can find more information by clicking on the links below:

[National Integrity Framework Policy](#)
[Gymnastics Australia Commitment Statement](#)

In line with the above policies, TTGG has installed surveillance cameras throughout the complex to ensure the safety of all members and staff. Footage is only viewed if determined to be required; or requested by the police.

Parents are also reminded that they should not video or photograph any child other than their own, including coaching staff under 18.

Privacy Statement

Tea Tree Gully Gymsports is committed to providing its members with the highest degree of service. This includes protecting your privacy as per GA's [Privacy Policy](#).

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 organisations 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?

Tea Tree Gully Gymsports 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 Tea Tree Gully Gymsports.
- 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 a 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 services 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, GA, and GSA, 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

Tea Tree Gully Gymsports 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 are present, if they are not with the group at that time, they will be collected from where they are (e.g., the toilet, kitchen, other training area) and evacuated. Parents and visitors to the gym are to evacuate as directed.

The Team Leader or nominated delegate will undertake a full check of all the following areas –

- Equipment Storeroom
- Pit Room
- Main Gym
- Dance 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 emergency services via our monitored alarm system, and then undertake a full check of all the following areas:

- Kitchen
- Locker room
- Toilets and change room
- Office

Double check that all areas are clear, secure the area and then 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 to the Head Coach who, having checked with each group, will inform emergency services of any missing person and where in the facility they were last seen.

Please Note: Staff Fire Drills are conducted annually.

Tea Tree Gully Gymsports Fee Policy

1. Registration:

New members must register online via the Customer Portal and must include full address details. All communication from TTGG will be via email, all members must maintain a valid email address.

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

Family policies must be accepted upon registration and as required thereafter.

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

2. Fees:

Annual Registration will be charged to competitive members at the beginning of each calendar year, or upon enrolment and will be due following the first class attended. The registration fee is included in the term fees for all non-competitive gymsports.

Term fees will be charged to members with a current enrolment at least two weeks prior to the end of the current term for the following term or will be charged to members upon enrolment. All term fees will be due by week two of each term and the due date for payment of fees will be clearly communicated to members. Entry to class will be denied to athletes if fees are overdue.

Once enrolled, an athletes' enrollment will continue (rollover) each term and term fees will be incurred until such time as a request to drop an enrolment (for non-competitive Gymsports) via the Customer Portal or in writing via an email to memberservices@ttgggymsports.com.au.

Any non-attendance for more than 2 weeks without prior notification will result in the enrolment being dropped.

Term	Billing Date	Due Date
Term 1 2024	10 December 2023	11 February 2024
Term 2 2024	2 April 2024	5 May 2024
Term 3 2024	24 June 2024	28 July 2024
Term 4 2024	16 September 2024	20 October 2024
Term 1 2025	25 November 2024	9 February 2025

3. Statements

All customers will receive a statement via email once new fees have been added to their accounts and then fortnightly, each Monday, thereafter. Statements will not be issued to families where their current balance falls below \$0.01.

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

4. Requests for payment extension

Customers can request a payment plan each term to spread the payment of term fees over the term. Extension requests must be received in writing, prior to the due date for payment of fees. Only current term fees can have a payment extension applied, the due date of these fees will be dated to four weeks prior to the end of the current term. No additional payment extension will be granted. All members must be financial when returning each term. Payment extensions may be considered in extenuating circumstances at the discretion of Tea Tree Gully Gymsports management. Where a payment plan has been requested members must **make weekly or fortnightly payments**.

All members must be financial when returning each term.

Dishonour/Charge back fees will be passed onto the customer.

5. Methods of payment:

Fees can be paid via:

- credit card or bank account payment using the IClassPro Customer Portal or ICP App



- EFTPOS in person at our Member Services desk
- EFTPOS over the phone
- Autopay – *opt-in to recurring billing and payment in full will be processed on the due date.*

Cash, cheque or direct bank transfer are not accepted payment methods.

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. Accounts that remain unpaid will receive overdue account reminders via email and will then be referred to debt collection for recovery, with additional costs incurred being added to the Customer's account.

Members with debts owing from a previous term will be prevented from enrolling or attending future classes until all past fees and charges have been paid in full.

Members with outstanding fees will be unable to transfer their GA membership to a different club. TTGG will deny any athlete transfers received from GA until all outstanding fees and charges 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 session or class 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 GA Participant Membership 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.
- Any members taking an extended holiday (greater than 2 weeks) and wishing to remain in their competitive classes will be charged a holding fee of 50%.
- 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 fee adjustment form will be sent for completion by the member. Once this has been received, it will be discussed at the next board meeting.

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 iClassPro app.

- Two makeup classes are permitted every month and expire 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.
- Members must be active, financial members to use make-up tokens
- A makeup token cannot be used **before a class is missed**
- All unused tokens will be void once enrollment dropped
- Makeup tokens are unable to be used during special theme weeks ie Easter Week and Christmas Week.

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' 4.5 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 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. From 2024, TTGG will apply an administration levy of \$5.00 to all competition entry fees. This levy is not refundable and will not be refunded in the case of athlete withdrawal from a competition.

8.2 COMPETITION FEES REFUND: Competition entry 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. **TTGG will apply for this on your behalf.**

The medical certificate is required to be supplied to **TTGG no later than 7 days after the competition date**. This refund must be obtained from GSA 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 jewellery (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 16 to and from the door.

Depending on the current Government pandemic restrictions, 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. At no time should any athlete other than your own child be discussed with any other members.

It is recommended that all families have ambulance cover in the event of an injury that requires one to be called. Staff have a duty of care to ensure appropriate, timely care is provided for a child injured or in pain, which may require the assistance of emergency services. Please note: Only 75% of the ambulance costs are covered by the insurance company.

10. Feedback

Your feedback is important to us, and we encourage all members to be forthcoming with any suggestions. These will be sent to the Management Team for review and if you wish to be notified of the outcome, please include your details. You are welcome to email memberservices@ttggymnsports.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?

The Sports Vouchers program is a Government of South Australia initiative administered by the Office for Recreation, Sport and Racing. The program provides an opportunity for children from Reception to Year 9 to receive up to a \$100 discount on sport, dance and learn to swim fees. The purpose is to increase the number of children playing organised sport or participating in dance or learn to swim activities by reducing cost as a barrier.

What can the \$100 be used for?

The \$100 can be used towards tuition 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 the voucher, complete and return to our Member Services Team:

<https://www.sportsvouchers.sa.gov.au/2024-Sports-Voucher-Registration-Form.pdf>

Please note: The \$100 will not reduce your fees owed until it has been received by TTGG from the Office for Recreation, Sport and Racing.

13. Cancelling your membership

Gymnastics for All / KinderGym / PreGym

Please submit a request to cancel your enrollment through our Customer Portal or by emailing memberservices@ttggysports.com.au. Please remember term fees will be incurred up to the finish date requested or date drop is received (whichever is later), regardless of attendance at classes.

Women's Artistic Gymnastics, Men's Artistic Gymnastics, Trampoline and Tumbling

Changes to enrollment in training sessions should be scheduled to occur in the weeks prior to the commencement of the next term and should not occur during the current term. Two weeks' notice is required, by email, to request any change or cancellation of membership.

14. Volunteers

TTGG 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 everyone 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 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
Ms Olivia Savvas MP, Patron
Mr Tony Zappia MP, Patron
Life Members

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