

North West Gymnastics Club Handbook

Welcome to the fantastic sport of Gymnastics at our club. We trust that you will enjoy your time with us and hope your children benefit from this great sport. At North West Gymnastics we hope to develop a centre of excellence in Gymsports, which promotes the physical, intellectual, emotional and social development of our members. Ideally our aim is that every child begins their sporting life in Gymnastics. Over time we know your children will benefit through general health, socially and through commitment, discipline, motor skills, balance, coordination and strength. North West Gymnastics prides its self on assisting in building a foundation of strong, honest, reliable, dedicated and confident young individuals

Positive movement experiences can influence a child's outlook on physical activity for life. We aim to create positive healthy physical recreation opportunities for members both competitive and non-competitive, to set realistic expectations for successful performance and achievement, believing success can be presented in many different ways.

Our Values

- Respect for all members, Staff, families and volunteers
- Professionalism in all aspects of the delivery of Gymsports to our members
- To exceed the expectations of all members at North West Gymnastics.
- To ensure the highest level of opportunity for our athletes to reach their full potential .
- To value participation and fun in sport.
- To provide equal opportunity in sport to members regardless of age, gender, race, intellectual & physical ability.

North West Gymnastics is strongly supported by members, parents and families. North West Gymnastics is affiliated with Gymnastics Queensland and Gymnastics Australia.

The Club also proudly supports the Gymnastics Australia Club 10 program. Club 10 is Gymnastics Australia's quality assurance and risk management system for affiliated gymnastics clubs Australia wide. Clubs work through a series of checklists and application processes to move through the 5 levels of accreditation. Clubs are required to demonstrate compliance with all Club 10 National Standards through submission of documentation and evidence.

This documentation is available for viewing by our Members. Should you be interested in viewing any of our policies and procedures, please do not hesitate to ask one of our friendly office staff.

Membership Information

Gymnastics Queensland: All Gymnasts who enrol at the club are registered through Gymnastics Queensland and Gymnastics Australia. The registration charge changes from year to year and the current charges for registration are provided in the current tuition fee schedule for the year.

Gymnastics Australia: Gymnastics Australia has in excess of 100,000 registered athlete members operating in over 550 Gymnastics clubs throughout Australia. Collectively, the strength in athlete numbers provides Gymnastics Australia with the opportunity to lobby the Australian Sports Commission for funding to conduct activities for all Gymsports.

By becoming a member of Gymnastics Queensland (and in turn Gymnastics Australia) you are being counted as an active participant in Gymnastics and assisting Gymnastics Australia to meet your child's growing needs as an athlete.

It is only when Gymnastics Australia knows who its members are, that it can actively contribute to improving the quality and standard of services to its members. Primarily Gymnastics Australia provides members with insurance coverage in the case of accident or injury.

Coaching Staff:

Please view our Coach Profiles for a more detailed list of qualifications/experience.

All coaches hold at least the minimum required qualification or are in the process of gaining accreditation/further accreditation. Coaches who are in training are under the supervision of a qualified coach. Accreditation procedures also require that coaches hold a current Senior First Aid certificate or equivalent. Many of our younger coaches possess high levels of up to date technical expertise in gymnastics as a result of many recent years of intensive training as competitors.

It is a requirement of employment with North West Gymnastics and Gymnastics Australia that coaches participate in regular in-house and external training sessions and updating workshops each year to remain accredited.

The program at North West Gymnastics caters for gymnasts of all ages and abilities and provides for an easy transition from one program to another. These programs are designed to foster the developing needs of the whole child while supporting their self-confidence and encouraging their self-awareness. North West Gymnastics provide a safe, structured and multi-sensory environment where the child can explore, learn and grow, to be challenged and supported while they stimulate their natural interest in developing their gross motor skills and whole body coordination.

School Groups

School Groups are able to hire the facility and/or our coaching staff to assist in running a program within their school. We can offer gymnastics as a part of a PE program or part of school sport. For information regarding this program, please ask the office for a School Program Pack.

Enrolment

After your child has attended a trial class, to ensure your child's place in the class, the Club's Enrolment Form must be completed in full and returned to the office together with the Annual Registration and Membership Fee. Term fees can also be paid at this time or alternatively an invoice will be sent to you and payment is required within 14 days of the invoice. Should the Enrolment Form not be returned we cannot guarantee a position for your child in the class.

Gymnasts are also required to re-enrol each term. Offers for the following term are available and handed out in classes at least 2 weeks prior to the end of the current term.

Priority Week:

This first week of re-enrolment is called Priority Week. Gymnasts who are currently enrolled in a class will have first option of returning to this class for the next term. Re-enrolment paperwork will be sent to all families and is required to be returned to the office within the allocated dates for Priority Week (usually a 7 day period). This will ensure your child is guaranteed a position in the class. When priority weeks expires all unconfirmed positions become available to all members.

What Happens If I Don't Re-book/Book?

Should you not return a re-booking to the office, a position is not held for your child. We cannot guarantee a position will be available if your child in their class from the previous term. If the class has been fully booked during Open Booking Week, your child will be placed on the wait list or alternatively another day and time will be offered.

Positions in Classes and Program Content

Positions in any class are offered at the discretion of the coaching staff and may be withdrawn by the coaching staff. Coaches are the correct people to make decisions about any gymnasts' readiness to progress, the content of a program or any other coaching related matter.

Grievance Procedure:

We ask that you do not address any concerns directly with your child's coach and if you have any concerns at any time relating to administrative or coaching issues you address these to the Head Coach or the Club Management Committee at a time arranged with them. Every effort will be made to resolve all issues in a professional manner within our club policy guidelines. Please note that all issues will be treated confidentially and individual privacy is assured.

Tuition Fees

What Costs Can I Expect to Pay? Conducting a gymnastics program is an expensive venture. Training requires low gymnast to coach ratios and an enormous capital outlay for the club, coupled with high recurrent cost. As such, fees must reflect these obligations to ensure the program's continuation. The term tuition fees, offer good value for money compared to hourly rate of many other intensive sports. Each year parents are required to pay Term Tuition Fees and Annual Membership and Registration Fees.

What Other Costs Can I Expect to Pay

As gymnasts progress, and if they choose to participate in competitions, parents will be required to pay:

- Competition/Level Test entry fees (which are non-refundable)
- Outfit gymnasts for training and competition in the required uniform
- Pay any travel costs associated with transporting children to training and competitions
- For girls who are competing Level 4-10, choreography of routines. Mag and Wag Levels 3 and upward may also require additional training, loops, weights, handguards, tape etc. Parents will be advised when your child requires these items.

Annual Registration and Membership Fee

The Annual Membership & Registration Fee is applicable to all Gymsports and is due in Term 1 of each year. The Annual Membership & Registration Fees are not refundable if your child discontinues. A discount on the membership and registration fee is offered for gymnasts who sign up in Term 4.

Fees Policy

The Annual Registration & Membership fee includes Club Membership, Gymnastics Queensland Registration, Sports Insurance and some value added benefits. The membership and registration package is non-refundable. The Gymnastics Australia registration and sports insurance is transferable between clubs but not from one gymnast to another. The Club membership and registration is valid from the date of payment until 31 December of that year. Membership and registration fees are renewable each January and must be paid in accordance with our payment terms. If payment is not received in accordance with our payment terms, the gymnast will not be permitted to continue training until payment has been received in full. The member benefits supplied by Gymnastics Queensland can be found by visiting their website at www.gymqld.org.au and selecting the Member Benefits page. For further information regarding the Insurance coverage supplied by Gymnastics Australia, or for instructions on how to make a claim please go to www.jltsport.com.au/gymnastics/products_pi.aspx. A copy of these documents is also available from the office upon request.

Term Tuition Fees

Term Tuition Fees are calculated on the number of weeks within the term. Term tuition fees pay for your child's position in a class. Non-attendance does not qualify you for a refund or credit. Term fees are due in accordance with our payment terms (14 days from the date of an Invoice), except where a successful application has been made in writing to the Club Management Committee for a schedule of payment instalments, and that agreement is currently being honoured. Any gymnasts that leave the club or transfer to another club are not eligible for a refund of the remainder of the tuition fees. Any outstanding fees will need to be paid in full to the club prior to any club transfer being approved. In accordance with the transfer policy of Gymnastics Australia, the club has the right to refuse the transfer to another club if tuition fees are outstanding.

Missing Training

If gymnasts finish early or arrive late, this does not entitle a discount on fees as the entire club's costs are the same regardless of gymnasts leaving early/starting late or missing a session. Likewise, no discount is given when a family takes holidays during regular training time, as your child's position is being held in the class for you.

Sickness, Injury, Altered Training Hours

In the case of an injured gymnast with adjusted training hours, a new gymnast beginning on reduced hours or the coach has set reduced hours for the gymnast, a pro-rata adjustment will be made to your account to reflect the reduced hours.

Other Activities

Competitions, additional training sessions, day camps, club events etc are to be paid for at the time of booking however, tuition fees must be completely up to date in order to book for one of these activities.

Public Holidays

The gym is closed on public holidays. Accounts will be adjusted accordingly for gymnasts who train in a 1 day a week program where their class is affected by a public holiday.

General Information

North West Gymnastics survives thanks to the members, parents and families that support our voluntary non-profit organisation, whose main aim is to fundraise to assist all students. The committee holds meetings regularly and all family members are eligible and are encouraged to be a part of this committee and attend the meetings.

Activities that the Club conducts are raffles, BBQ's, chocolate drives etc. We encourage you to participate in these social events. If you can be of assistance at these events please specify this on the registration form.

The Club also provides

- Assistance with the purchase of identified additional gymnastic aids to assist all members of the club in their pursuit of excellence
- Assistance for those families where there are costs involved for competitions that require lengthy travel (Interstate, National etc).
- Assistance to coaches with costs involved in travel and educational courses that will benefit the members of the club

Communication Methods

North West Gymnastics' preferred method of communication with our members is via email or text message. Information such as Newsletters, Competition Entries, Club Events, Holiday Programs and New Term Enrolments will be sent out to all members via email and also placed onto our Facebook page. Hard copies of all documents are also placed in our information pockets located near the office.

We also ask that you regularly check our noticeboards positioned around the entrance area to stay up to date with all the events happening around the gym.

Notification of Changes of Medical and Contact Details

Parents must immediately notify the office of any change in address, telephone contact details or any medical conditions which may be significant to the coaching of your child. You may be required to fill in a new membership form indicating the new conditions. For any medical conditions that require an action plan, a copy of which is to be provided to the office.

Dropping Off and Picking Up Gymnasts

Parents of children under 8 years of age are required to come into the gym to drop off and pick up their children. Please remind your children to wait inside after class. Please be five minutes early to drop off and on time to pick up your children. If you will be late to pick up or drop off, please contact the office and advise of your expected arrival time. If somebody other than usual will be picking up your child please notify the office beforehand. If there is a specific person/s not permitted to pick up your child, please notify the office in writing.

Competitions

Competitions are held at various times throughout the year for gymnasts who are interested in competing. Invitations to these events are sent home via our communication methods. Parents will need to make sure children have the correct uniforms well in advance of these dates. Permission slips need to be filled in and returned to the office by the due date in order for a gymnast to be entered. These times are strictly adhered to as entries have to be paid by the club with no refunds available.

Our focus with competitions is based on participation, encouragement and fun and our coaches teach our gymnasts the value of this. Winning is not everything but is a little added bonus at the end of the day should a gymnast receive an award. However, improvement can be made in various areas of competition and is not only based on the final score received. We ask for our parents to assist us in supporting this culture within our facility.

How Does My Child Move Between the Levels

Each Gymsport within our facility requires testing to be completed before a gymnast progresses to the next level. Activebods, Fly, Bounce and Jungle Gym testing is performed each term throughout the year. We aim to ensure the gymnast has achieved each skill to a satisfactory level before awarding a pass to ensure an easy transition to the next level. Sometimes gymnasts are required to repeat a level. This does not mean they have “failed” but require further skills to enable a smooth transition to the level. Many gymnasts throughout their gymnastics career will be required to repeat and continue on the same level.

The National Level Program enables the lower levels (boys - level 1, girls - level 1 to 3) to be tested within the club. Coaches are the best people to recommend and nominate when a gymnast is ready to levels test.

The higher levels require gymnasts to compete at state sanctioned events to gain the passing score set by Gymnastics Australia. When a gymnast passes a level it means they are competent at their current level and does not automatically mean they start working towards the next level. Each level contains “bonus elements” that are required. A gymnast may pass a level without these bonus elements however are a requirement for competent completion of the next level. Once again, our coaching staff are the best people to make the decision when a gymnast should progress.

What uniform does my child require at a competition

Female gymnasts are required to have their hair pulled back tightly and scrunchies, ribbons, glitter hairspray etc. may be worn. Preferable no bobby pins however plastic or metal snap clips may be worn. Gymnasts are not permitted to wear any jewellery other than one pair of studs or sleeper earrings.

In-house Competitions

Our club competition leotard or training uniforms are acceptable. Boys may wear shorts and a t-shirt however these are not to be too baggy. Tracksuits are optional for in-house competitions.

External Competitions

The Club competition leotard, club t-shirt and white ankle socks are compulsory for both boys and girls. For Wag Level 4-10 Gymnasts club shorts are optional. Boys will also require long whites from level 2 and over. For both WAG and MAG gymnasts Competing at Regional and State Championships club tracksuits are compulsory.

Please do not nominate your gymnast to compete if a uniform cannot be obtained. Non-club uniforms are permitted by Gymnastics Queensland at sanctioned events. The office does not hold stock of leotards and these must be ordered.

Please allow approximately 3-4 weeks for the return of an order.

Lost Property

Lost property is kept in the lost property basket and is emptied at the end of the term. All unclaimed items are donated to Lifeline. Children should clearly mark all their belongings, especially club uniforms and water bottles. NWG does not take responsibility for private property left on the premises of the members and their families.

Make Up Classes

Make up classes may be available but are not guaranteed. NWG offers 2 make up classes per term. These classes do not accrue throughout the year. The make-up class will be offered on the following basis:

- The make-up class must be pre-arranged and a booking made with the office and not through your coach.
- A make-up class will only be offered in a program that is suitable and similar to that of the gymnast, providing there is sufficient space in the class. For safety, quality assurance and insurance reasons, North West Gymnastics will not accept any more than what they believe is suitable for a coach gymnasts ratio; this may differ with each coach.
- Should a make-up class not be offered because there is insufficient space in a class, there will be no adjustment to your account.

Should your child suffer from a prolonged injury, please speak to the office as these cases are dealt with on a case by case basis.

Club Uniform

North West Gymnastics has no set training uniform. Our club competition uniform is compulsory for gymnasts who wish to compete for the club. Please use the Uniform Order Form available from the office or on our website. Please then allow approximately 3-4 weeks for return of the uniforms. Should you order an incorrect size, you will still be required to purchase the item.

**Prices are subject to change in accordance with our suppliers.

Congratulations on becoming a member of North West Gymnastics!!!

Gymnastics helps you improve your fitness and develops your physical well-being and also demands mental focus. Gymnastics develops valuable life skills through active participation.

Gymnastics Australia Club 10 Policy Documents:

Gymnasts Rules

- Long hair must be tied up and no bobby pins are to be worn on the training floor. Only plastic and metal snap clips are accepted
- Always bring a water bottle to class. Gymnasts will not be allowed to train without a water bottle
- No jewellery to be worn at training
- Gymnasts should arrive at least five (5) minutes before the start of their lesson
- Gymnasts must show respect for their coaches and each other at all times
- Gymnasts must not enter the floor without permission from their coach or the coach in charge
- Disruption will not be tolerated and a gymnast may be asked to sit out if required
- Never enter the training area without being invited by your coach, and always leave the training area when dismissed by your coach.
- If you need to leave the training area or go to the bathroom you must first ask the coach for permission.
- If nobody is there to pick you up after class, wait inside until they arrive. If they are more than 10 minutes later than expected, notify the administrator so that they can call somebody for you.
- No food or drink is permitted in the training area.
- Treat equipment gently. When you move equipment make sure that it is left in a position that will not damage it. Never break or pick foam. Never write on or rub off the chalkboards/whiteboards – these are for the use of coaches only.
- Play by the rules and be a good sport. Acknowledge all good skills or routines whether they are by your team-mates or from other clubs.
- Be prepared to lose sometimes. Everyone wins and loses at some time. Be a fair winner and a good loser.
- Treat all others as you would like to be treated. Do not interfere with, bully or take unfair advantage of another gymnast.
- Co-operate with your coach, parents and team-mates.
- Train to be the best you can be.
- Do not use derogatory language based on gender, race or impairment.
- Follow the instructions of your coach at all times.
- Never use a piece of equipment or try to do any skills without being instructed to do so by your coach.
- Notify your coach immediately if you hurt yourself.

Parents Code of Conduct

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

- Encourage children to participate if they are interested. If they are not, don't force them.
- Focus on enjoying the sport, reducing the emphasis on winning.
- Teach children that an honest effort is as important as victory, so that the result of each competition is accepted without undue disappointment.
- Encourage children to always play by the rules.
- Do not criticise children in front of others, but reserve constructive criticism for more private moments.

- Remember children are involved in sport for their enjoyment, not yours.
- A child learns best by example. Applaud good skills and routines by all teams.
- Accept decisions of all judges as being fair and called to the best of their ability. Do not raise issues of disagreement publicly.
- Do not use derogatory language based on gender, race or impairment. Parent's behaviour and language should always be appropriate in the presence of children and in keeping with our family environment. Set a good example by our own conduct, behaviour and appearance. Support all efforts to remove verbal and physical abuse from sporting activities.
- Do not criticise coaches, judges, other gymnasts or parents of North West Gymnastics, opposing team members and supports whilst at a competition. If you have a concern, make an appointment with the office to see the Head Coach or forward it in writing to the Club Management Committee. Any such behaviour will not be tolerated and may result in membership with North West Gymnastics being revoked.
- Avoid discussion about coaches, judges, staff, other gymnasts or parents of North West Gymnastics, programs or the Club – particularly in front of gymnasts or parents. This can be a source of misinformation. Any such behaviour will not be tolerated and may result in membership with North West Gymnastics being revoked.
- Support the staff and officials in their enforcement of the rules and their coaching techniques. If you have a problem, please follow the correct Grievance Procedure.

Fire & Emergency Procedure

Please read the following Fire and Emergency Procedure and explain it to your child.

Procedure for Gymnasts

1. Stop all gymnastic activities
2. Follow the directions of the coach or person in charge
3. Leave the building via the nearest safe exit in a calm, orderly manner
4. Wait in the assembly area of the building for further instructions.

Procedure for Parents & Spectators

1. Leave the building via the nearest safe exit in a calm orderly manner.
2. Wait on the grassed area across from the gym on Traders Way.
3. The coaching staff will take the children to the nearest exit too; please do not attempt to take your own children out of the building.

Safety

North West Gymnastics reserves the right to refuse or rescind a position in any group or class without a warning or counselling where a coach feels that an individual presents a risk to the safety of him/herself or others. Failure to follow instructions or act in a reasonable, sensible way may constitute such a risk. Physical or verbal abuse of a gymnast or staff member may constitute such a risk.

Assumption of Risk

Like any sport of physical activity, participation in gymnastics carries an inherent risk of injury. Because many gymnastics activities require inversion (turning upside down) of the body, the sport by its nature carries a risk of head and spinal injury. This risk is greatly controlled in a supervised class with a qualified and experienced instructor. Parents should explain this risk to their children prior to accepting membership.

1. POLICY STATEMENT

1.1 North West Gymnastics 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 and its member bodies. Every person and organisation bound by this Policy must always place the safety and welfare of children above all other considerations.

1.2 North West Gymnastics acknowledges that our staff (paid or unpaid) provide a valuable contribution to the positive experience of our juniors. Accordingly, any person involved in the instruction, management or coaching of any member under the age of 18 years may 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 club, employees, officers, administrators, volunteers, coaches, judges, athletes and officials (Members).

2.2 This Policy applies equally to Members involved in each of the clubs disciplines, including Men's Artistic Gymnastics, Women's Artistic Gymnastics, General Gymnastics and Trampoline Sports.

2.3 This Policy applies to behaviour occurring both within and outside the course of the Federation's business, activities and events, when the behaviour involves Members and negatively affects relationships within the Federation's sport and work environment.

3. DEFINITIONS & POLICY COVERAGE

3.1 Child Abuse

3.1.1 Relates to children at risk of harm (usually by adults, sometimes by other children) and often by those they know and trust. It can take many forms. Children may be harmed by both verbal and physical actions and by people failing to provide them with basic care. Child abuse may include:

3.1.1.1 Physical abuse by hurting a child or a child's development; for example hitting, shaking or other physical harm, giving a child alcohol or drugs, giving bad nutritional advice, or training that exceeds the child's development or maturity;

3.1.1.2 Sexual abuse by adults or other children where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography including child pornography or inappropriate touching or conversations);

3.1.1.3 Emotional abuse by ill-treating a child; for example, humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring and/or placing unrealistic expectations on a child;

3.1.1.4 Neglect; for example, failing to give food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury);

3.2 Child Protection

3.2.1 Members must not employ or engage a person (whether paid or unpaid) to coach or otherwise supervise a child under the age of 18 years without first:

3.2.1.1 Requiring that person to disclose whether or not he or she has been convicted of a serious sex offence;

3.2.1.2 Conducting a police or other appropriate probity check on that person.

3.2.2 Member must notify the appropriate authorities (such as the Commission for Children and Young People) of:

3.2.2.1 Any applicants for employment that the Member rejected as a result of risks identified through screening processes;

3.2.2.2 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.

4. ROLES AND RESPONSIBILITIES

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

4.1.1 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.

5. COMPLAINT PROCEDURES AND DISCIPLINARY ACTION

5.1 The club has developed a Complaints Handling Procedure and will deal with any complaints about breaches of this Policy promptly, seriously, sensitively and confidentially. The Federation recognises that natural justice is the minimum standard of fairness to be applied in the investigation and adjudication of a complaint.

5.2 Disciplinary action will be taken by the club against anyone who:

5.2.1 Is found to be in breach of this Policy;

5.2.2 Victimises or retaliates against a person who has complained of a breach of this Policy;

5.2.3 Is found to have made a frivolous or vexatious complaint.

5.3 The discipline will depend on the severity of the case and may involve any apology, counselling, suspension, dismissal or other form of action.

6. CONFIDENTIALITY AND REPORTING

6.1 The club's administration responsible for implementing this Policy will keep confidential the names and details relating to complaints, unless disclosure is:

6.1.1 Necessary as part of the disciplinary or corrective process;

6.1.2 Required by law.

7. COMPLAINT HANDLING PROCEDURE

7.1 Procedural Steps

7.1.1 The Club undertakes to deal with any complaints of a breach of the Member Protection Policy promptly, seriously, sensitively and confidentially.

7.1.2 At any stage, it is the prerogative of the Complainant to proceed with, or dissolve, a complaint.

7.2 Discussion

7.2.1 Should a complaint arise, the Club encourages the Complainant to consider the following options:

7.2.1.1 Approach the person creating the problem and ask him or her to stop the behaviour;

7.2.1.2 If the behaviour continues, or it is not possible to approach the person, contact either:

a) Head Coach or Club Manager; &/or

b) Club Owner or other official of the Club or State association.

7.3 If the Complainant decides to proceed, the Member Protection Contact Officer refers the matter to the Member Protection Grievance Officer or designated person in authority for investigation.

7.4 The Club Owner determines whether or not to investigate the complaint.

7.5 If the Club Owner determines to investigate, the Officer:

7.5.1 Informs the alleged wrongdoer;

7.5.2 Interviews both parties separately;

7.5.3 Keeps confidential records of the process;

7.5.4 Attempts mediation to achieve resolution; &

7.5.5 Follows up on the Complainant.

7.6 Disciplinary Committee

7.6.1 If no resolution is achieved, the Member Protection Grievance Officer gives all reports to the Club Owner, who determines the appropriate course of action.

7.7 External Resolution

7.7.1 If the complaint is not resolved, the Complainant may make a written complaint to an external organisation for mediation or arbitration. This can be done with the support of the Member Protection Grievance Officer.

7.7.2 If the complaint is upheld, a remedy will be prescribed by that external organisation.

8. SUGGESTIONS FOR WORKING WITH CHILDREN

8.1 Communication Boundaries

8.1.1 Be aware of your communication style and how what you say and do may be interpreted.

8.1.2 Not all children will understand an action, request or behaviour in the same manner. One child may see an action as usual or acceptable behaviour while another may find it unacceptable. A child's interpretation of an action may also be influenced by cultural and religious differences, disability, gender and prior experiences.

8.1.3 Explain in front of all children (and parents, if possible) your method of instruction and when and where you will need to touch them, if at all.

8.1.4 Use positive and age-appropriate language when talking to and in the presence of children.

8.1.5 Ensure feedback is linked to performance and is not of a personal nature.

8.2 Physical contact boundaries

8.2.1 Ensure any physical contact with children is relevant and appropriate to the development of the skills required for the activity.

8.2.2 Seek permission to touch when development of the skill is required.

8.2.3 Be careful about which part of your body and how much of it is in contact with a child's body.

8.2.4 Do not engage in any intimate, over-familiar or sexual relationships with people under the age of 18 years.

8.3 Location Boundaries

8.3.1 Avoid unaccompanied and unobserved activities (i.e. being alone with a child).

8.3.2 Avoid entering change rooms. If you must enter, knock or announce that you will be coming in and try to have at least one other adult with you. Do not isolate yourself and a child from others in the change room.

8.3.3 Avoid driving a child unaccompanied.

8.3.4 Do not invite or encourage children to your home.

8.4 Knowledge Boundaries

8.4.1 Understand and comply with all relevant policies.

8.4.2 Understand and comply with the child protection legislation in your state/ territory.

8.4.3 Seek out opportunities to enhance your knowledge on child protection.

8.4.4 Keep coaching skills and accreditation up to date.

8.4.5 Do not be afraid to ask questions and to seek advice.

8.5 Leadership Boundaries

8.5.1 Do not engage in or let others engage in:

8.5.1.1 Abusive initiation or team bonding activities;

8.5.1.2 Rough physically hurtful or sexually provocative games; or

8.5.1.3 Regular scapegoating, ridiculing or taking the 'Mickey out' on a child.

9. COACHING CHILDREN WITH SPECIAL NEEDS

Coaching or working with children with special needs may require more frequent physical contact and touch as a means of meeting the duty of care to them. Touch may be an agreed form of communication between a child, their parent and coach where the child has a communication disability. A coach and others may need to be more vigilant and thoughtful in their physical interactions and different approaches may be required. However, the basic practices and information outlined previously remain applicable to all children. Sporting organisations, coaches and others have a duty of care to protect children from physical and emotional harm and, while the ways of meeting this duty may differ for different groups, the duty itself remains unqualified. Everyone expected to meet this duty should do so in a manner that respects the dignity of all children as well as their vulnerabilities.

10. CULTURAL CONSIDERATIONS

Different cultures have different attitudes and traditions surrounding the concept of appropriate touch. It is important that coaches and others appreciate culturally specific expectations regarding touch so that embarrassment or offence can be avoided for everyone. Where children (and families) are known or suspected to have escaped traumatic circumstances, considerable diplomacy, care and effort in early interactions will need to be taken. Many culturally based community organisations are very keen to address other groups, including sporting groups, about the values of their culture and to establish understanding and respect – it may help to invite or seek their advice so that sport personnel become more familiar with the values of the cultural groups of the children participating in their sport.

11. USE OF IMAGES

11.1 Acquiring Images

11.1.1 If acquiring an image of a child, permission needs to be obtained from the athlete's parent / guardian prior to taking the child's image. Ensure that all concerned are aware of the way in which the image is to be used.

11.1.2 Where possible, request that all people taking photographic / video images (including spectators, parents, coaches, professional photographers or members of the media) register at an event or facility. Provide members of the media and professional photographers with an identification pass that they wear for the duration of the event.

11.1.3 Clearly outline to professional photographers that all images taken will remain the property of the sporting organisation and cannot be used or sold for any other purpose. Also outline that all negatives / proofs etc. need to be destroyed or given to the sporting organisation at the conclusion of the event for which the photographer has been contracted or within a specified timeframe.

11.1.4 Clearly outline what is considered appropriate behaviour and content (i.e. the image obtained in the photo or by video) to those taking photographic / video images. Publicise this information throughout your organisation so that your members understand what behaviour from photographers your organisation considers appropriate.

11.1.5 Do not allow photographers (professional photographers, spectators, fans, coaches or members of the media) unsupervised or individual access to athletes/children.

11.1.6 Do not approve photo/video sessions outside the event venue or at the home of a child unless parent/guardian consent is obtained and they agree to be present at the photo opportunity.

11.1.7 Provide details of who to contact if concerns or complaints of inappropriate photographic behaviour or content are raised.

11.2 Displaying images

11.2.1 Consider using models or illustrations for promotional / advertising purposes.

11.2.2 If permission needs to be obtained from the parent / guardian of the athlete/ child, obtain it prior to using the image of the athlete/child. Ensure that all concerned are aware of the way in which the image is to be used and for how long the image will be displayed.

11.2.3 If the athlete/child is named, avoid using their image.

11.2.4 If an image is used, avoid naming the athlete/child. If this is not possible avoid using both a first name and surname.

11.2.5 Do not display personal information such as residential address, email address or telephone numbers without gaining consent from the athlete/child, or if applicable, their parent/guardian.

11.2.6 Do not display information about hobbies, likes / dislikes, school, etc. as this information can be used as grooming tools by paedophiles or other persons.

11.2.7 Only use appropriate images of the athlete/child, relevant to the sport or activity, and ensure that the athlete/child is suitably clothed. Images of athletes participating in sports or activities that involve minimal clothing (e.g. swimming and gymnastics) or unusual body positions / poses could potentially be misused. The age of child is another factor to consider when deciding if the image is appropriate. The image should focus on the activity and not on a particular child.

11.2.8 Reduce the ability for the direct copying of pictures from a website to another source (i.e. disable the 'right mouse click' function)

11.2.9 Provide details of who to contact and what to do if concerns or complaints of inappropriate