



5 Snow Wright Court, Andergrove, QLD 4740

MEMBER'S HANDBOOK 2026

Phone (07) 49 42 0032

PO Box 3001
North Mackay 4740
ABN: 51 575 803 426

Email: admin@mackaygymnastics.org.au
Website: www.mackaygymnastics.org.au

**“Successful organisations have three common characteristics
people are extended;
there is mutual respect; and
the organisation has a purpose beyond profit.”**

This club is a Not-For-Profit Incorporated Association owned and operated by its members.

We need new volunteers every year to secure the future of the club.

Join our Volunteer Team to meet club members and families at a range of activities conducted throughout the year. Enquire at the Club Office or with a member of the Management Committee.

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PART 1

OUR CLUB

WELCOME TO OUR CLUB

Welcome to Mackay Gymnastics Inc. The Club aims to provide gymnastics in a safe, friendly, and professional environment to all its members. We cater for the whole family from 4 months old to over 50's. Classes include Baby Gym, Kindergym, Prep classes, Introductory, Recreational & competitive classes, Men's and Women's gymnastics, Trampoline, Acrobatic and the potential for Rhythmic. We also offer Free G, Team Gym, GymAbility, Adults and Fitter for Life (over 50's)

Our Gymnastics programs follow the Gymnastics Australian guidelines. Our Member Association, Gymnastics Queensland, provides support to our club through Club Development, Coach and Judge Education and Technical Committee representation.

OUR MISSION STATEMENT

“To have a gymnastics community built on professionalism, sustainability and respect for all. We are committed to excellence through inclusive and exciting programs in a venue fit for purpose”

OUR VISION STATEMENT

“Gymnastics for all”

OUR MOTTO

“Believe and Achieve”

OUR VENUE

Address: The club is located at 5 Snow Wright Court, Andergrove QLD 4740.

PART 2 WHAT WE DO

Mackay Gymnastics Inc. provides coaching for all members of the family – competitive and recreational.

GYMSPORTS OFFERED AT THE CLUB

Acrobatic Gymnastics

This sport consists of 2 floor routines. Balance – which concentrates on the strength and stamina of the gymnasts and Dynamic – which develops the gymnasts' trust, aerial awareness and is a fast-paced action packed routine. Acrobats in groups of two, three and four, perform routines with the heads, hands and feet of their partners.

Men's Gymnastics

Men's Gymnastics is the perfect sport to teach your son focus and self-discipline. Skills that can assist with their learning and concentration. They have 6 apparatus – floor, pommel, rings, vault, parallel bars and high bar.

Trampoline

Trampolining promotes body, aerial and spatial awareness. The sky is the limit! They have 2 apparatus – trampoline and double mini trampoline.

Tumbling

Tumbling teaches athletes about power, strength through shapes and explosive movements. Athletes learn to do skills on hands and feet at incredible speeds down an air track.

Women's Gymnastics

This sport will teach your daughter co-ordination and confidence as well as power, grace, control and courage with skills on, around and over apparatus. They have 4 apparatus: vault, bars, beam and floor.

Adult Gymnastics

Set your goals and our coaches will help you. Learn at your own pace and improve your strength & flexibility.

GymAbility

This program is a gymnastics-based movement program for those with special needs aged 4 – 15 years.

Team Gym

Team Gym combines tumbling, mini tramp and dance to create an exciting team experience.

FreeG

FreeG gets your body moving in ways you never thought possible. It develops spatial awareness that can be put to good use in a variety of other activities.

Gym Mix – Junior & Senior

These are our beginner classes for all new members. Gym Mix which teaches them the basics of gymnastics and gives them a 'taste' test of a few different disciplines. This class teaches - Men's and Women's Gymnastics, Trampoline, Rhythmic and Acrobatics.

Kindergym

Babygym – 4 mths to walking. The focus is on core, crossing the centre body line, pincer, cross crawling, hand eye, foot eye and hand manipulation.

Little Leapers – Walking – 2 ½ / 3 years. The focus is on colours, tactile, concepts as in up down on off over under through, hand grip, crossing centre body line, social skills, following instructions, fine motor, sequencing, strength, shapes, early reading and maths concepts, the world around them e.g. Easter, Christmas, Seasons etc.

Mini Mites - 3 years to Pre-Kindy. The focus is on basic gymnastics shapes and skills, group time activities, separation from parents, pencil holding activities, listening and engaging with coach without parents, stronger emphasis on concepts, following

instructions, spatial awareness and cognitive thinking – we structure the environment not the child.

Action Acrobats – Kindy/Prep. The focus is on gymnastics, strength and flexibility in a fun and engaging environment.

Explore A Gym Two hours to play with your child in a fun, safe environment. This is a non-structured class with a coach on hand to assist.

Holiday Day camps & Fun Days provide a day or an hour and a half of fun and fitness during school holidays.

Schools, kindergartens and day care classes are organized on request.

Rhythmic Gymnastics (Currently not offered)

Rhythmic gymnast is harmony between the gymnast, the apparatus and music.

PART 3 HOW THE CLUB IS RUN

GENERAL:

The Club is an Incorporated Association under the provisions of the Queensland Governments *Associations Incorporation Act 1981*. This provides a legal structure and rules for associations to conduct business in the State. The club is governed by its Constitution and conducts regular meetings of the Management Committee to oversee the operations of the club.

CONSTITUTION:

The Constitution details the Club's objectives and ambitions; powers; classes of members and membership; committee membership and meetings; conduct of the AGM; and funds and accounting rules. The Constitution can only be altered by way of a vote at a properly convened Annual General Meeting or Special General Meeting as detailed in the Constitution.

POLICIES:

All Mackay Gymnastics Inc.'s policies are available to members at the administration office. These policies can only be altered by way of a vote at a properly convened Management Committee Meeting as detailed in the Constitution.

Policies are reviewed regularly to ensure they meet the requirements of the organisation and the operation of the club. From time-to-time alterations may be necessary to update the club policies after changes to associated policies from Gymnastics Australia or Gymnastics Queensland.

STRATEGIC PLAN:

MGI Management Committee has a five-year Strategic Plan. Review of the Strategic Plan is conducted annually with a new plan developed every two and a half years to enable continuity and guidance for the Management Committee and the club into the

future.

OPERATIONAL PLAN:

The annual Operational Plan is based upon the goals and visions from the Strategic Plan and guides the club for a twelve month period. This plan is aligned to the club's financial year. The Operational Plan references the goals and aspirations contained within the Gymnastics Queensland Strategic Plan and Gymnastics Australia's Strategic Plan. The Operational Plan provides guidance to the Gym Operations Manager (GOM) in conducting daily duties. Specific sections relating to staff performance will be included in performance reviews sessions. Monthly reports inform the Management Committee on progress for attaining the Operational Plan goals. An Annual Report should be presented to the Annual General Meeting.

BREACHES & CONSEQUENCES:

Any breaches of club policies will be dealt with in accordance with the relevant Club Policy. Where there is no club policy to reference, the investigating officer is directed to Gymnastic Australia By-Laws, Policies and Technical Reference documents for guidance.

CONFIDENTIALITY & REPORTING:

Normal confidentiality principles apply to the implementation of all club policies. Any breaches of policy should be reported to the Management Committee.

CLUB STRUCTURE AND MANAGEMENT

MANAGEMENT STRUCTURE:

Mackay Gymnastics is an Incorporated Club that is managed by a Management Committee from volunteers within the club members. The committee has a President, Vice President, Treasurer, Secretary and five General Committee Members who meet once a month. The club employs a Gym Operations Manager who reports directly to the Management Committee. The club's administration officers, volunteers and Head Coaches report to the Gym Operations Manager who represents them at monthly meetings with the Management Committee. All coaches are paid employees of the club. The coaches coordinate their efforts through the MGI Team Leaders. This team holds weekly meetings.

FINANCIAL YEAR:

The financial year for the club is 01 January to 31 December each year.

ANNUAL GENERAL MEETING:

The Annual General Meeting of MGI is held within three months of the end of our financial year and is usually in March. The Annual General Meeting is open to all club members and employees.

MONTHLY MANAGEMENT COMMITTEE MEETINGS:

The Management Committee meets monthly. Items for consideration must be advised in writing to the Club Secretary no less than 5 days prior to the meeting for inclusion on the agenda. Agenda items must include a heading, name of person forwarding the proposal, details about the proposal, a draft proposal to be voted on. The first half hour of each Management Committee General Meeting is open for members to address the committee. The member must inform the Secretary at least three days prior to the scheduled meeting of their intention to attend the meeting and the topic of their interest.

MANAGEMENT COMMITTEE:

As an incorporated club MGI is managed by a duly elected Management Committee. The President is assisted by the Vice President, Treasurer and Secretary who collectively make up the Executive Committee. Members of the Executive Committee have the responsibility of dealing with employees and members on routine matters on a day-to-day basis within the guidelines of the stated policies of the club. The Executive Committee with the other five elected committee members from the Management Committee set and review club policy and manage the club in accordance with the Constitution. Each member of the Management Committee has allocated tasks and responsibilities as detailed in their Position Description.

The membership of the Management Committee must have at least two but no more than three representatives from each of the three pillars of the club, MAG, WAG, and Trampoline. A representative from recreational gymnastics or any other gymnastics program being conducted by the association is desirable.

COACHING STAFF MANAGEMENT STRUCTURE:

Each discipline within the club has a pool of coaches with one or two members of that staff appointed by the Gym Operations Manager under the guidance of the Management Committee as Head of Discipline/Discipline Coordinator. These coaches represent the group at the “MGI Team Leader Meetings”. Each Member of the Coaching Staff has a Position Description and is required to carry out the duties allocated in that document.

ADMINISTRATION STAFF:

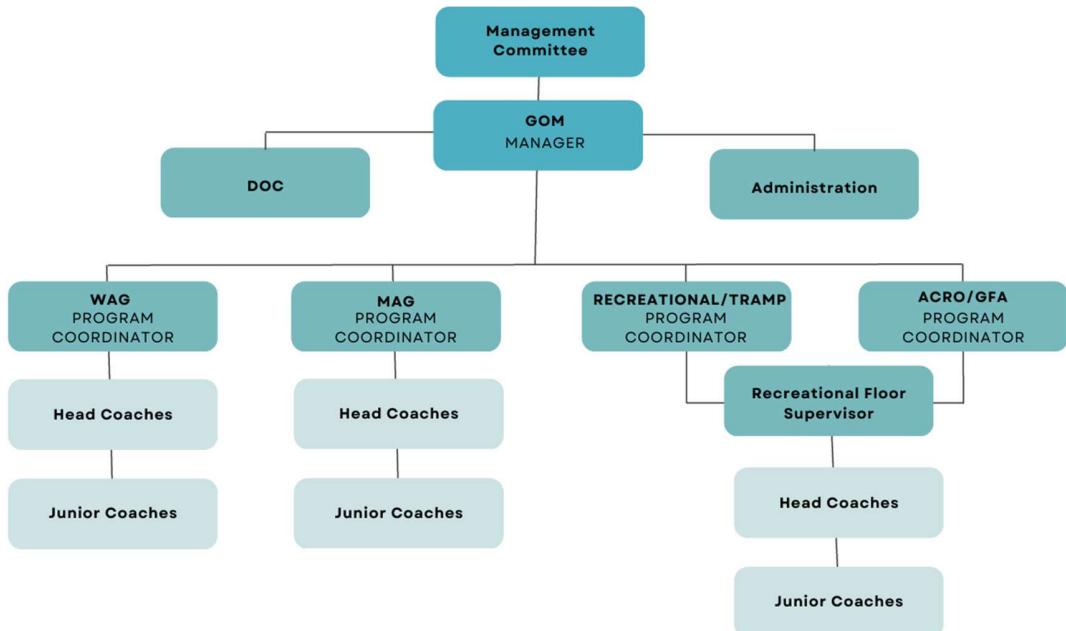
The Club employs an Administrator to coordinate the administration of the Club. The Administration team members carry out their duties as allocated in their Position Descriptions. The Administrator is assisted by a contract bookkeeper and an assistant administrator.

ORGANISATIONAL CHART:

The club organizational chart is displayed on the noticeboard near the kitchen.



MACKAY GYMNASTICS ORGANIZATION CHART



PART 4

OUR FACILITIES AND EQUIPMENT

Our club boasts a full range of gymnastics apparatus across each of the disciplines. The club volunteers and committee work hard to maintain and upgrade the equipment in order to meet the national guidelines set down by Gymnastics Australia. Most of the club fundraising efforts go towards the replacement of gymnastics equipment. We endeavor to get the most out of our equipment by using it correctly and not causing damage through neglect or abuse.

Limited Access to the Equipment

The club does not permit access to gymnastics equipment outside of structured classes. Gymnastics registration provides insurance cover for accidents that may occur at programmed classes, but not for accidents when children are “messing about” out of class time.

Member and Family Facilities

The club venue has mezzanine seating for spectator viewing of the gymnastics hall. All people using this area are asked to sit quietly and not to run, jump or play around the tiered seating. Parents, it is your responsibility to supervise your children who are not participating in gymnastics classes or club activities. Children who are found to be running, jumping or causing excessive noise are distracting for other spectators and to the gymnasts and will be asked to leave the hall by a member of staff. The club has a member protection obligation for all users and requires that all children are safe and always supervised while on club property and premises. The Management Committee and staff ask that all members work together to always ensure the safety of children.

~~The canteen will be open during term if a volunteer is available to man it.~~ Children are not to loiter in the kitchen area. During events, the kitchen area will be under the direct control of the Canteen Coordinator and all access will be limited to people working in the canteen only.

The club provides toilet facilities for males and females as well as a unisex disability accessible unit. Showers are available in the main toilet areas. Baby change facilities are located in the disabled accessible unit. Please leave these areas neat and tidy. If you have any complaints about these facilities, please contact the administration office as soon as possible. Deliberate damaging of club facilities will not be tolerated.

The entry foyer and access area to the upstairs seating area should remain clear for ease of access to adjacent rooms. Parents and gymnasts waiting for classes to commence, or for the end of a class are asked to keep a corridor clear for people to walk through. Please supervise children so that they do not cause unnecessary interruptions to the office staff.

PART 5 MEMBERSHIP, FEES & ACCOUNTS

The Club is a not-for-profit incorporated organisation and operates through fees, fundraising and grants to provide venue, coaches, equipment, administrative support and to meet operational expenses. As a club we endeavor to keep the fees to a minimum so that GymSports are affordable for all. This is achieved through active volunteer participation by all members.

MEMBERSHIP

Membership Benefits: Upon payment of membership and registration each year a gymnast receives a Gymnastics Australia Year Badge. KinderGym Members receive a membership book designed for our youngest gymnasts.

Registration forms: must be completed and lodged with the administration office before participation in the first class. The insurance component of the club's fees must be paid before the second class.

Club Membership fee: The Club charges an annual non-refundable membership fee to all families. The Club Membership fee is compulsory and valid from the date of payment until the end of that calendar year.

Family Levy: The Club charges a family levy per family per term. This will assist with the ongoing operational expenses of operating the venue including cleaning, toilet paper, soaps, paper towels, operational expenses associated with rates, building maintenance and utility charges.

Gymnasts Insurance: All participating gymnasts must pay non-refundable Insurance fee. This payment is forwarded to Gymnastics Queensland to cover gymnasts' activities when training and competing. This includes Personal Injury Insurance with Gymnastics Australia. The Club also maintains a Public Liability Insurance Policy through Gymnastics Australia's insurers Honan Insurance Group.

Members transferring in from other clubs: New members transferring from another club must notify the office so a transfer can be made for your insurance.

Building Levy: Mackay Gymnastics will waive the Building Levy for the next term provided the follow conditions are fulfilled:

- Parents must volunteer a min of 4 hours in that term.
- The club will organize "volunteer events" for each term. (These could be competitions, designated working bees, sausage sizzles)
- The volunteer sheet MUST be signed with times in and out at the activity for these hours to be recognized.

FEE POLICY

FEE PAYMENTS (RECREATIONAL CLASSES - TERM): Class fees pay for your child's position in a class. Non-attendance does not qualify you for a refund or credit except under special circumstances, where an application must be made in writing to Administration. (E.g. 3 subsequent missed lessons due to illness a medical certificate must be produced). All accounts for term fees are due in their entirety by the start of each Term except where a successful application has been made in writing to Administration for payment instalments, and that agreement is currently being honoured.

- a) Priority Re-booking System:** Your child is sent a re-booking invoice towards the end of the current term for the next term unless otherwise advised by their parents or guardians. This re-booking invoice does not enrol your child into the next term unless it is paid in full. Re-booking before the due date for the following term allows us to be best prepared for the classes, maintaining our low gymnast to coach ratios and staffing with the best available and most suitable coaches.
- b) Overdue accounts:** If for some reason you are unable to pay your account on time, please apply to Administration to arrange a payment schedule. This application must be made before the invoice due date and instalments must be made according to the agreed payment schedule.
Payment after the due date will result in loss of any discounts offered. Any accounts remaining outstanding after **week 5** of each Term and are not on a payment plan, may cause your gymnast to be excluded from class until payment has been made. It is important therefore, that if you wish to retain your place in the class, you should keep your account up to date.
- c) Public Holidays, rest days, extra training:** There are no classes on public holidays. This does not entitle parents to a refund for a missed lesson as the account has already been adjusted accordingly when invoiced.
- d) Makeups:** These are only offered if there is an available class of the same or similar style. We are not obligated to supply a makeup class unless there has been a change made by the club or coach to their normal class time. **Makeup classes will be limited to 2 per term unless there are special circumstances***. Parents are required to confirm with administration of what day and class the gymnast can do a makeup class.

*medical with certificate provided, out of family control or environmental.

FEE PAYMENTS (COMPETITIVE AND SQUAD CLASSES - MONTHLY): Tuition fees pay for your child's position in a class or team. Non-attendance does not qualify you for a refund or credit except under special circumstances, where an application must be made to Administration e.g. 3 subsequent missed lessons due to illness (medical certificate must be produced). Training Fees are paid by the month, based on an annual fee, with payment due 2 weeks after the invoice date. Monthly tuition is determined by considering the cost of **the total program for the year and not a per-hour charge**. The total cost is divided into 12 equal monthly payments regardless of the number of training hours during that month.

- a) Missing training:** If a gymnast finishes early or arrives late this does not entitle a discount on fees as all the club's costs are the same regardless of the gymnast leaving early/starting late or missing a session. Likewise, no discount is given when a family takes holidays during annual training time, as your child's position is being held in the class for you. There are no make-up sessions in Competitive Teams unless annual training has been cancelled by the class coach. If the coach has cancelled a class, then any make-up classes will be held/made up during school holidays or at the coach's convenience.
- b) Sickness, injury, altered training hours:** In the case of an injured gymnast with adjusted training hours (as per medical advice), or a new gymnast beginning on reduced hours, where the coach has set reduced hours for the gymnast, a pro-rata adjustment will be made to your account to reflect the reduced hours. Administration needs to be informed of any medical certificates or reduced hours asap to receive any adjustments on accounts.
- c) Other activities:** Competitions, private lessons, extra training sessions, etc are to be paid for at the time of booking, however club fees must be completely paid up to date in order to book for one of these activities.
- d) Alterations to training:** There are no classes on public holidays, these have been factored into your annual training fees. Training may be cancelled due to rest days or staff absence and in this case, training will be made up at the coaches' convenience. Training missed or added during competitive trips away will not be adjusted for, however as these trips are organised as a service on a break-even basis, levies will be added to cover the club's costs to send coaches and organise the trip. When a competition takes the place of a regular training session, no adjustment to fees will be made. We reserve the right to cancel up to 3 classes per annum with no makeup class or fees adjustments. This will only occur in extreme circumstances e.g. loss of training venue, coach's absence due to unforeseen family crisis.
- e) Entry Fees for Competitions and Events:** In order to organise an event, including the sessions, groups, rotations, coaches, judges and support staff, the event manager needs to begin with the number of competitors in each level and division. Any late entry applications will be considered by the event manager on a

case-by-case basis. If the event manager can accept the late entry, a late fee of 20% will apply in addition to the entry fee. Gymnasts who represent the Club at competition level are required to pay the nomination fee and level test fee (if applicable) at the time of submitting the competition nomination form. This is usually due 1 month prior to the event. These costs will be invoiced separately. A competition levy is included in the nomination fee. If this does not cover all costs incurred for the club personnel attending the competition, then an additional invoice will be issued after the competition.

ACCOUNTS

Accounts: The administration team issue invoices at the end of each term for the following terms fees. Public holidays, club events and known club activities that will limit the availability of the venue for classes are factored into the invoice at the time of issue. Pro rata accounts are issued throughout the year when new members join the club. Enrolments that are current at the end of each year are considered continuing into the next calendar year and invoices issued accordingly. If there is any issue regarding your account, please contact the office as soon as possible and the team will address your issues and resolve them to the best of their ability and knowledge. Year round classes and competitive classes are invoiced monthly. Invoices are sent out around the 1st of the month and due on the 15th of that month.

Payment: You may pay your fees by Eftpos, Direct Deposit or Cash. Please remember to include a CRN (Customer Reference Number) listed on your invoice or child's name when making a Direct Deposit into the account, if you can't put a reference please email Administration details to: - admin@mackaygymnastics.org.au

Our bank account details are as below -

Account Name: Mackay Gymnastics Inc

BSB: 014023

Account Number: 478159002

Reference Number: Childs Name/CRN Number

In line with our philosophy, special arrangements may be made for those with difficulty meeting term training fee payment obligations.

Fees Include 10% GST

For families with 3 or more gymnasts a family discount rate of 5% applies for 3rd child, 10% for 4th child and so on.

If an account is not paid or is overdue, competition eligibility will be affected, and children may not be able to train.

Re-enrolment with overdue accounts: Members who have overdue accounts will not be re-enrolled in the next term until the fees are paid in full unless the member has an approved "Payment Plan" in place with Admin and the members payments are up to date as per the Payment Plan.

Medical Certificates: A refund will only be given from the time the certificate is produced. This refund will be applied to the next terms fees. If a cash refund is

requested a 20% administration fee will apply. The position in the class will not be held if there is a waiting list for that class.

PART 6 **OUR CLUB ADMINISTRATION**

Administrative Services are provided for the convenience of all members at the office. The office is open Monday to Friday 9am-5.30pm and Saturday 8.30am-12pm. Our email is admin@mackaygymnastics.org.au and phone number 07 4942 0032.

PART 7 **CLUB POLICIES**

Mackay Gymnastics Inc. club conducts its operations in accordance with the By-Laws, Policies, Technical Regulations and Procedures from Gymnastics Australia and Gymnastics Queensland. In addition to these policies, the club has policies that guide its operations at the club level. Where applicable, the Management Committee upholds the governing organisations policies as a primary reference, with club policies defining areas of operation that align with the clubs establishment charter within the *Associations Incorporation Act 1984*.

The following paragraphs provide a general guide to the policies that the club has established. All current policies are available to view at the administration office.

Privacy Policy

Personal information collected and used during the course of membership and participation at Mackay Gymnastics may be required to be forwarded to external bodies. Mackay Gymnastics will only disclose personal information in accordance with the Act, club policy and with the written approval prior to any disclosure. The security of personal information is governed by the clubs Privacy Policy. This includes the gathering of details when enrolments are lodged, competition forms are collected and volunteer information is given to the club. A full version of the Privacy Policy is available at the club office or may be viewed on the club website.

Communications Policy

The various forms of communication that the club uses to inform its members of matters of interest or sport requirements are governed by the Communication Policy. It specifically includes communications over electronic platforms, written publications and general communications for the purposes of customer engagement, parent reporting, publicity and emergency situations.

Member Protection Policy

This policy is a requirement from Gymnastics Australia and details the manner, processes, and events that are areas where members of gymnastics are to be protected. The MGI Policy has adopted in full the Member Protection Policy from Gymnastics Queensland as the clubs Member Association.

Complaints Policy

The Complaints Policy provides guidelines for persons wanting to make a complaint about activities, behaviours or physical assets that they hold as a grievance.

Fees Policy

The fees policy has been developed to enable staff, administration and management officers to ensure that the collection of moneys on account of the club are undertaken in a fair and equitable manner and that the payment of all debts has a framework in which business is conducted.

Other Policies

The Management Committee review club policies regularly and develop policies as required to conduct the daily business of the club. Additional policies are currently being developed to include employment, career development, vehicle use and asset management. As these policies and others are adopted by the committee they will be added to the website. The annual updating of handbooks will capture the additional policies approved during the year. Handbooks are updated at the end of each year in preparation for release early in the new calendar year.

PART 8 **UNIFORMS FOR OUR GYMNASTS AND MEMBERS**

What to wear to training: Appropriate training attire are, shirts that do not go overhead when they are upside down and shorts that do have stretch e.g. not denim or board shorts. Bike pants and tight fitting stretch pants are suitable. Crop tops and leotards are suitable for girls training, however they should be tight fitting and nothing we can see over under or through. Hoodies and jackets with zippers are inappropriate training attire as the hoods go over their heads when they are upside down and zippers scratch the bar rails.

Supporter T-shirts are available online; these can be requested through administration as to when the next orders are available to be made for purchase. It is expected that competitive gymnasts wear their team uniforms for development clinics and in house testing days.

PART 9 **OUR COACHING STAFF**

Qualified Coaches: The Club provides qualified coaches in all disciplines offered. Coaches are accredited under Gymnastics Australia Education Framework. Regular updates and training sessions are attended to ensure the coaches' skills and accreditations are maintained at this level. Junior or unqualified coaches are supervised by accredited coaches at all times.

PART 10

TRAINING TO BECOME A COACH OR JUDGE

The club supports our trainee coach's and judges. Many of our coaches and judges are senior gymnasts and club members. If you are interested in becoming a Junior Leader you must put your application in writing to the Gym Operations manager to be considered for a position within our coaching/judging team.

PART 11

COMPETITIONS & DISPLAYS

Competitions: A competition schedule is compiled each year by the Team Leaders based on the Gymnastics Queensland event calendar. All competitions dates and venues are draft until we receive official documentation for each competition as sometimes dates and venues change for various reasons.

Competition Ethos: Attendance at competitions is part of a gymnast's development. No gymnast will be refused the opportunity to compete on behalf of the club at the level that gymnast is qualified to compete at unless competing poses a danger to the gymnast or they are on a behaviour management plan. The realistic expectation of a low score at a competition is not grounds for withholding a gymnast's nomination to attend a competition that the gymnast would otherwise be eligible to attend. Where the nature of a competition allows for only a limited number of gymnasts to nominate, the discipline Head Coach will select the gymnasts to represent the club.

Nominations: Nomination forms will be provided by the club in time for them to be submitted before the entry deadline. Individual gymnasts (through their parents) are responsible for returning completed nomination forms to Administration before the cut-off date, together with any nomination fees required. Nominations and payment for nominations close at least 4 weeks prior to the competition date.

Rejection of Nominations: If the Coaching staff considers that a gymnast who wishes to level test or compete at the level above their qualified level is not adequately prepared MGI reserves the right to withdraw the nomination. The gymnasts should be renominated to compete at their qualified level. The Coach is to ensure that any decisions of this nature are discussed with the parents to explain the situation. Where a parent or gymnast does not accept the decision of the Coaching staff the matter is to be brought to the attention of the Management Committee by way of written submission. The committee will resolve the matter at a monthly committee meeting or where the matter is more urgent the President may convene a special committee meeting to resolve the issue.

Nomination Fees: All competitions have a nomination fee. This fee goes towards the cost of medals, trophies, ribbons and judges fees. These fees are due at the time of nomination.

Competition Levy: A levy will be charged to gymnasts representing the club at competitions. This levy assists the club to ensure that a full complement of officials are able to attend the competitions. The levy will be included in the nomination fee. Gymnasts who are unable to attend a competition due to injury (doctor's certificate required) will be able to apply for the same percentage refund GQ offer off the whole nomination fee. This will only be possible if the host club refunds the nomination fee.

Parents Responsibility when their Child Competes: The parents of the gymnasts are responsible for ensuring that the gymnast is at the competition venue at the nominated time for warm-up, and to take charge of the gymnast immediately after the conclusion of the competition. The child will need a water bottle and perhaps a snack to carry in their bag as competition sessions are approximately 3 hours long (gymnastics). Once a gymnast enters the competition floor during the course of any gymnastics competition, the gymnast will be in the charge of the coach nominated by the Club and parental interference is not permitted.

Level Testing: MG boys level 3 to 10 and WG girls level 3 to 10 must level test to progress to the next level by nominating to level test at an approved competition. Your child's coach will let you know when this will occur. If your child is level testing at a competition there is a fee in addition to the nomination fee. MG Level 0, 1 & 2, WG Level 1, 2 and Pre 3 and Tramp Level 1 to 3 may level test to progress to the next level in house. One or more of our judges will conduct the level test. There is a small fee to cover the cost of the badge they receive on passing the level. Acro does not pass levels as such but competes at the level of the group for the nominated competition year.

Regional Championships: Regional Championship Competitions are conducted in partnership with Gymnastics Queensland. These events are hosted by one club within each region each year. Our club is in the North Queensland Region for this competition.

MG/WG State Championships: To qualify for MG/WG State Championships a gymnast must have competed at the Regional Competition and achieved a qualifying score.

Competition Uniform: Club uniform must be worn at competitions. The Club tracksuit is also required for competing gymnasts in MAG Level 2 to 10, WAG Level 2 to 10 and Trampoline Level 3 to 10, Team Gym and Acrobatics.

All leotards, uniforms and individual equipment (hand guards, loops etc.) across each discipline are to be purchased at the gymnasts expense.

Displays: Display gymnastics is a performance based discipline as well as performing at local events they are required to travel to performance events both at State, National or International events. It is the responsibility of each individual to travel to and from all events.

PART 12

CLASSES AND AWARDS

Start and Termination: The club offers classes as required to meet the demand for coaching in any section of gymnastics. No new class will be started unless the Club's facilities and staff are able to support that class and it is reasonably expected there will be sufficient participants to cover the costs of running the class. Should the number of participants in any class fall to such a level that costs are not covered, or the Club's facilities and staff are no longer able to support the class, the committee will give a minimum of two weeks' notice of its termination. Any term fees which have been paid will be refunded on a pro-rata basis. In the event that a class is cancelled we will provide alternative training for affected gymnasts, in combination with another class if possible.

Admission to class: All new members are required to participate in 1 term of a Gym Mix class (Jnr or Snr). Should the participant be able to prove they have had years of previous gymnastics training they would be considered for inclusion in a scheduled gymnastics training class but would be required to be assessed by the Head Coach of that discipline prior to enrolment.

Progress Reports: Assessment or marking sheets are completed for Action Acrobats, Gym Mix, Platinum, Gold, Silver and Bronze classes per term. This information is available via the Parent Portal.

Competitive and Development Squads follow a similar assessment process. Gymnasts are assessed through ongoing coach observation, marking sheets, and formal assessments conducted throughout the term (e.g. PAD testing). These assessments are managed internally by coaching staff and are used to monitor progress, skill development, and readiness for progression. Squad placements and class movements are determined based on this assessment data. Data is available to parents at the end of term or upon request.

PART 13

FUNDRAISING ACTIVITIES

Regular Events: The Club Management Committee sets a fundraising target each year and then plans a fundraising program to meet this objective. Funds raised from these activities go towards the provision of new equipment for all disciplines, minor repairs around the facilities and any administrative equipment. These activities are coordinated by the Fundraising Officer. Should you have any suggestions for activities which will assist in fundraising, contact the Fundraising Officer. The club will assist families to hold additional fundraising events to assist gymnast, coaches and judges to attend high level events such as national and international events following approval from the

Management Committee.

Canteen: Zooper doopers and lollipops are available for purchase after training sessions when administration is open. The Club asks for donations of Zooper doopers, water and soft drink by the members, so that the funds raised through the sale of these can go into equipment purchases. Donations of hair ties are also welcomed for use when gymnasts forget.

Our on-site vending machine is available as a convenience for occasional snacks. However, it is not intended as a regular or primary food source during training. Snacks from home are generally more nourishing and better suited to fuel our athletes performance and recovery. We encourage all families to prepare and bring suitable food for training sessions over three hours.

The vending machine is expected to be restocked by volunteers. If you notice the vending machine is running low or empty, please contact reception- our team would be happy to show you how to assist.

PART 14 **LOST PROPERTY**

There is a lost property basket near the main entry door. At the end of each term items are sorted and unclaimed items are donated or thrown. Please check this basket for misplaced items prior to the end of each term.

PART 15 **OUR WONDERFUL VOLUNTEERS**

Volunteers: The Club conducts many activities and events where assistance from club members in a voluntary capacity is required. Volunteers are needed for cleaning bees assistance for competition days, including equipment relocation, canteen duties, competition official roles, tidy up and rearrangement and other roles needed from time to time to ensure that the Club is operational for the gymnasts and staff. Notices of activities where voluntary help is needed will be placed on our social media platforms and emails via jotform. We encourage all members to assist, as “many hands make light work”, and the work is then not left to the one member we cannot find on the membership list – “Sum Wunelse”. Any inquiries or suggestions should be directed to the committee or the Club Manager.

PART 16 **FEEDBACK IS IMPORTANT**

Feedback: The committee would welcome any comments or suggestions you may have on the presentation and content of the handbook. These can be directed to the committee through the administration office. Your comments would be appreciated and

will be treated confidentially. Try to be constructive as the Club is run by volunteers who are working hard on your behalf.

PART 17 **PROTECTING OUR CHILDREN**

Part of "The Commission for Children and Young People Act 2000" requires a person (over the age of 18 years) seeking to work with children (under the age of 18 years) in a voluntary capacity, to undergo a screening process based on his or her criminal history, to determine the person's suitability to work in child-related employment. The Club requires all volunteers and employees of the Club who will coach or directly supervise children on behalf of the Club to be screened in accordance with the legislation. A "Blue Card" will be issued by the Commissioner once they have been successfully screened.

PART 18 **ACCESS AND EQUITY FOR ALL**

People with Disabilities: The club runs classes for children with special needs fortnightly on a Sunday. The Club is committed to providing suitable access to people with disabilities.

PART 19 **CLUB RULES**

RULES OF THE GYM

Training Etiquette - In order to maintain a safe, positive and effective environment for Coaches, parents and gymnasts the following rules are to be adhered to by all.

Breaches of these rules may result in disciplinary action being taken in accordance with the Clubs disciplinary processes.

Food and Drink - Food and drink are not permitted on the training area. This includes chewing gum. Drink bottles may be left in the designated area for use during classes.

Wearing of Jewellery - Jewellery should not be worn during classes or Club representative activities, or if not removable, covered for safety reasons.

Behaviour - Swearing and back chatting to any Coach, Club Official, parent or visitor to the Club will not be tolerated at the Club or at any Club activity. Disciplinary action may be taken against any person who breaches this rule.

Access to the floor - Gymnasts are only permitted in the training area once they have been called by their coach for their class. Parents, unregistered gymnasts and other children are not permitted at any time in the training area or on equipment.

Horse Play - No horseplay shall be permitted in the Gymnasium, or at any event or venue at which the Club is being represented.

Watching Training - Parents may from time to time stay to watch classes however interaction or communication with gymnasts must not be made during training session. If the parent's attendance at a training session results in disruption to the gymnast or the class the parent will be advised by the Coach that their attendance is causing disruption. Where parents do not respond to this advice the Club's disciplinary procedures may be commenced by the management committee.

Punctuality - All gymnasts must arrive for training sessions on time.

Leaving a Class - No member shall leave their class without the permission of their Coach. This includes toilets or any other area of the Club;

Communication with Coaches - Coaches must not be interrupted whilst training sessions are in progress. Parents are welcome to speak to the Coaches about their child but not while classes are being conducted. Speaking to the Coach during class time is unfair to the other children being coached in the class and could increase the risk of an accident. Except for Kindergym and GymAbility classes, parents who wish to speak to a Coach about their gymnast should contact the Club Administrator to make an appointment before or after class time. There must be no contact between parents and Coaches during training under normal circumstances. Parents can contact administration to request and organise individual meetings with coaches.

After Class Behaviour - Members must wait inside the foyer area for parents to collect them, not in the car park or any other area on the exterior of the building. It is **forbidden** to play in the car park, or around the side or back of the gym, as areas are out of vision from the Club, and therefore classified as unsafe.

No Smoking Policy - The Club upholds the Queensland Governments Anti-Smoking legislation. This means smoking is not permitted within the Club's buildings or within ten metres of any external window or door.

Restricted areas - The kitchen and coaches room are OUT OF BOUNDS for gymnasts.

Office Areas - The office area is out of bounds to all members. Authorized persons only may enter this area.

Respect our Facilities - Members are asked to show respect for the premises and the equipment at all times. Picking at the foam, dragging equipment and defacing Club property will be considered serious offences, and disciplinary action will be taken.

Accidents or Incidents: any accident, incident, near miss or injury, no matter how small, must be reported immediately to the coach in charge, or at the office.

Electronic Mobile Devices - The use and possession of electronic mobile devices on the training floor area are prohibited for personal use, unless for a specific purpose under the authorization and supervision of the Head/Senior Coach. I.e. Training Aid

PART 20 BEHAVIOUR MANAGEMENT POLICY

General: MGI is committed to continued implementation of the Behaviour Management Policy. This policy covers and applies to all Staff, Members, Volunteers and participants at MGI. All Staff, Members, Volunteers and participants are required to adhere to the policy.

Mackay Gymnastics Inc actively seeks to engage with parents and the community to ensure a positive, safe, supportive and inclusive club culture in which every athlete has the opportunity to succeed.

Mackay Gymnastics Inc works together with athletes and parents/carers to establish fair and respectful behaviour policies and practices, based on the club's values, expected social competencies and positive peer relationships. Some athletes exhibit challenging behaviour and require additional support and interventions to address the behaviour and to develop positive behaviours.

Mackay Gymnastics Inc appreciates its diverse athlete and parent population and has measures in place to ensure all athletes enjoy the same level of access to the club's activities and programs. Our teaching and learning philosophy are important in engaging athletes in their training. Our Team Leaders work closely with all coaches to ensure athlete needs are being addressed.

Shared Rights and Responsibilities:

- Regular attendance is expected for all training sessions.
- At Mackay Gymnastics Inc we believe that it is the right of all members of the club community to experience a safe, pleasant and supportive learning and teaching environment.
- All members have an obligation to ensure club property is appropriately used and maintained.
- Staff, athletes and parents/carers have a right to be treated with respect and enjoy an environment free from bullying (including cyber-bullying).
- Coaches have the right to be informed, within Privacy requirements, about matters relating to athletes that may impact on their coaching and training for that athlete.

Expectation of parents and carers:

- to take an active interest in their child's gymnastics progress
- to model and reinforce positive behaviours
- to ensure their child's regular attendance
- to ensure their children are at training on time each day with their appropriate training requirements e.g. handguards
- to support the club in maintaining a safe and respectful learning environment for all athletes
- to engage in regular and constructive communication with club staff regarding their child's learning
- to ensure that their behaviours demonstrate respect for themselves, their child, their coaches and all other members of the club community (this includes all home and away competitions)
- to look after the club property and equipment
- to volunteer at club events and fundraisers

Expectations of all Coaches:

- to be mindful of the physical and psychological wellbeing of each child
- to know how athletes learn and how to teach them effectively and use a range of strategies to engage athletes in effective learning
- to know the content they teach and know their athletes
- to plan and assess for effective learning
- to create and maintain safe and challenging learning environments
- to document incidents relating to the management of athlete behaviour to help inform decision making
- to participate in Professional Development opportunities to further develop skills in the area of behaviour management and other welfare related areas
- to give support to fellow staff members as required

- to inform parents (if applicable) and Team Leaders of any welfare/behavioural concerns they have about their children
- to develop Individual Behaviour Management plans for identified athletes

Expectations of the Team Leaders:

- to develop prevention and early intervention programs and strategies that contribute to a positive club culture
- to document incidents relating to the management of athlete behaviours to inform decision making.
- When concerns arise about an athlete's on-going behaviour or when an athlete is displaying chronic patterns of problem behaviour, implement a targeted response to address the problem.
- to support coaches in the overall management of athlete behaviours.
- the Team Leaders may also be the Gym Operations Manager's representative at Athlete Support Group meetings during pre and post suspension conferences

Expectations of the Gym Operations Manager (GOM):

- the ultimate responsibility for decisions regarding behaviour management lies with the GOM.
- to provide effective leadership to all staff to establish consistent club wide expectations, and consequences for problem behaviour, involving the reinforcement of positive social behaviours and the use of club protocols and expectations to improve athlete behaviour
- to facilitate athlete suspensions and expulsions and to ensure the Behaviour Management Policy is adhered to

For behaviour management of athletes/staff/parents or carers that does not require suspension or expulsion a formal meeting will be held with all parties involved and a behaviour management strategy will be produced on a case-by-case basis.

Expectations of the Management Committee:

- Ensure the club complies with child safety standards, insurance requirements, and health and safety regulations.
- Identify and manage risks to the club's operations and reputation.
- Maintain appropriate policies (e.g. member protection, privacy, grievance procedures).
- Ensure the club operates in accordance with its constitution, policies and relevant legislation.
- Maintain transparency and accountability in all decision-making processes.
- Attend meetings regularly and contribute constructively. Act in the best interest of the club, not for personal gain. Ensure to respect confidentiality and declare conflicts of interest.

Suspension or Expulsion:

All athletes and staff have the right to be treated fairly and with dignity in an environment free from disruption, intimidation, harassment and discrimination. To achieve this, all athletes/ staff/ parents and carers will maintain high standards of behaviour.

There will be cases of unacceptable behaviour where it will be in the best interests of the Club/ community and/or the athlete involved, for the athlete to be removed from the Club for a period of time or completely. Suspension and expulsion are the options available to the GOM in these situations.

In implementing these procedures, the GOM must ensure that no athlete is discriminated against on any of the following grounds.

- Race, including colour, nationality, descent, and ethnic, ethno-religious or national origin.
- Gender.
- Marital status.
- Disability, including HIV/AIDS / COVID-19
- Sexual orientation.
- Gender identity.
- Age.

The GOM must also ensure that the implementation of these procedures takes into account factors such as the age, individual needs, any disability and developmental level of athletes.

The GOM must ensure that records are made and retained of any action taken in relation to the implementation of these procedures.

Suspension is not intended as a punishment. It is only one strategy for managing inappropriate behaviour within a Club's athlete welfare and discipline policies. It is most effective when it highlights the parents' responsibility for taking an active role, in partnership with the Club, to modify the inappropriate behaviour of their child.

Suspension also allows time for Club personnel to plan appropriate support for the athlete to assist with successful re-entry. In the majority of athletes, suspension allows time for the athlete to reflect on their behaviour, to acknowledge and accept responsibility for the behaviours which led to the suspension, and to accept responsibility for changing their behaviour to meet the Club's expectations in the future.

The GOM has the authority, consistent with the provisions of these procedures and associated documents, to suspend or expel an athlete from the Club. They will exercise this authority having regard to their responsibilities to the whole Club community and to the GOMs of procedural fairness.

The principles of procedural fairness are fundamental to the implementation of these procedures. Procedural fairness is generally recognised as having two essential elements.

These are the rights:

- to be heard, and
- the right of a person to a fair and impartial decision.

They can also apply outside of Club hours and off Club premises where there is a clear and close connection between the Club and the conduct of athletes. These include the use by an athlete of social networking sites, mobile phones and/or other technology to threaten, bully or harass another athlete or a staff member for Club related issues.

Examples of Behaviours that will result in Suspension or Expulsion (this list is not a comprehensive list):

- Is Physically violent
- Possession of illegal substance
- Possession of a weapon
- Bullying and/or Harassment including cyber bullying

Procedure:

General principles

- In determining whether a gymnast's misbehaviour is serious enough to warrant suspension, the GOM will consider the safety, care and wellbeing of the gymnast, staff and other athletes.
- Before a suspension is imposed, with the exception of the cases outlined in dot point below or other serious instances of misbehaviour that impact on the safety or welfare of athletes or staff, the GOM will ensure that appropriate athlete welfare strategies and discipline options have been applied and documented
- In some circumstances the GOM may determine that an athlete should be suspended immediately. This will usually be due, but not limited to, reasons such as the safety of athletes or staff.
- When consideration has been given to factors such as age, disability and developmental level of athletes (amongst others), the GOM must suspend immediately and consistently with these procedures, any student who:
 - Is Physically Violent
 - Possession of an illegal substance
 - Possession of a weapon

When an inappropriate behaviour has been identified by athlete/ staff/ parent or carer an incident report form must be completed.

Parent/carer and athlete meeting will be held with GOM and any other appropriate staff member to discuss how to manage the situation.

PART 21
COMPLAINTS AND THE DISCIPLINARY PROCEDURE

Members

Complaints are addressed in accordance with the Complaints Policy MP005.

Complaints about Coaching practices: Any member who is aggrieved by any action of a coach at first should discuss the matter privately with the relevant coach. If the matter cannot be resolved in this way, the member should discuss it with one of the Head Coaches or a member of the Executive Committee. If this does not resolve the matter, a formal complaint, in writing, should be submitted within 7 days of the incident to the Club Administrator to be dealt with by the Management Committee. Normal confidentiality applies to any complaint received.

Complaints about Fees and Payment: Any member who has a complaint about fees or payments should at first discuss the matter privately with a member of the administration team. If the matter cannot be resolved in this way, the member should discuss it with the Club Administrator or a member of the Management Committee. If this does not resolve the matter, a formal complaint, in writing, should be submitted within 7 days of the incident to the Club Administrator or Secretary to be dealt with by the Management Committee. Normal confidentiality applies to any complaint received.

Complaints about Venue or Facilities: Any member who has a complaint about the venue or facilities should at first discuss the matter privately with a member of the administration team. If the matter cannot be resolved in this way, the member should discuss it with the Club Administrator or a member of the Management Committee. If this does not resolve the matter, a formal complaint, in writing should be submitted within 7 days of the incident to the Club Administrator or Secretary to be dealt with by the Management Committee. Normal confidentiality applies to any complaint received.

Gymnasts

Maintaining Discipline During Training: In order to maintain an environment that is conducive to training it is important that the Coach maintains discipline within the class group. It is the Coach's responsibility to gain the respect and trust of the gymnast and to attempt to solve any discipline problems that may arise. When it is not possible for the Coach to maintain discipline within the group through normal Coaching methods the Coach is to employ MGI's discipline card system.

Conduct Warranting Issuing a Discipline Card: Behaviour that warrants the issue of a card may be but is not limited to: breeching the "Gymnasts Code of Conduct" or the "Rules of the Gym Hall", continual fooling about which might lead to danger; disruption of class; bad sportsmanship, "Smart mouthing" the Coach, swearing at the Coach or any other person; bullying including continual punching or shoving of others; smoking, drinking alcohol, taking drugs in the gym precincts; dishonesty (including stealing) and; continual failure to wear correct uniform.

- **Issuing a Discipline Card.** When it is necessary to regain discipline within the class by issuing a discipline card to one or more gymnasts it is important that all the relevant details are recorded on the discipline card to ensure all the relevant details are available to resolve the issue.
- **Action Required After The Issuing Of A Discipline Card.** After the issuing of

each discipline card the Coaching Committee is to attempt to convene a meeting between the gymnast, the gymnast's parent, the Coach, the Head Coach and one member of the Executive Management Committee or the Club Manager. The purpose of this meeting is to discuss the issues that lead to the issuing of the discipline card and what actions are required to avoid the issuing of further discipline cards.

- **The Disciplinary Card Process**
- **First and Second Card.** Upon issue of the 1st and 2nd cards to a gymnast, the gymnast's parent(s) are required to sign and return the card acknowledging the misbehaviour. Gymnasts should be informed of the reason for being sat out of class at the time of giving the instruction to the gymnast. Gymnasts should sit out for 5 minutes on first occasion and 10 minutes on second occasion. Return to class is only accepted after an apology is given to coach and other class members.
- **Third Card.** Upon issue of the 3rd card, the gymnast is automatically suspended from training for 1 week.
- **Fourth Card.** If a fourth card is issued to a gymnast, within a 6 month period from the date of the issuing of the first card the gymnast will be suspended for 2 weeks.
- **Fifth Card.** If a fifth card is issued to a gymnast, within a 6 month period from the date of the issuing of the first card the gymnast's membership at MGI will be terminated and the gymnast will not be eligible to re-join MGI for a period of 12 months commencing on the date that the final card was issued.
- **Lifting of the process.** If a gymnast is not issued a card for a period of 6 months the process is reset. Should the gymnast receive a discipline card after that 6 month incident free period that card will be considered to be the first card and the process will restart from that date.
- **Fees Already Paid.** No refund of any fees paid by the gymnast or his parents will be made in the case of any suspension or termination of membership, and re-acceptance of the gymnast as a new member cannot be assured.

This Handbook will be reviewed and updated annually