



General Gymnastics Program

Parent Information Handbook 2018

Premier Brisbane

Somerville House
Murray Evans Sport & Aquatic Centre
Stephens Road, South Brisbane

Premier Bayside

Moreton Bay College
The Waller Centre
Hargreaves Road, Manly West



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Contact Details

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Congratulations on choosing Premier Gymnastics to provide quality learning and experience for your child in gymnastics.

Premier Gymnastics is a privately owned family business. We have been established since 1999 and I am so very proud of our history and reputation for providing quality gymnastics for the past 19 years in Queensland. We look forward to continuing to grow and develop our programs together in Women's Artistic (WAG) and Rhythmic (RG) and Aerobics Gymnastics as Premier Gymnastics Academy helping each and every child achieve their goals.

Our club has developed programs based on basic movement fundamentals essential in the early physical development of young children. These programs will instil pride and confidence in you and your child.

Both our Recreational and Competitive coaches across all disciplines of WAG Aerobics and RG recognise the importance of progressive, skill developed programs which is backed by incentives throughout the year to reward students for every level they achieve.

Our professional and qualified staff undergo intensive and quality training through Gymnastics Queensland and maintain the highest teaching level possible. They also attend conferences and workshops to keep current in the latest techniques throughout Australia and the world.

Enjoy your Premier Gymnastics experience!

Yours in sport

Nicki Robbins

Director



**Gymnastics
Queensland**

Gymnastics Queensland affiliated club!

Kindergym Program

Premier Kindergym is a multi-movement based program designed specifically for children under 5 years and their caregiver. The program promotes the development of the whole child – physically, socially, emotionally and cognitively, in a safe, structured, multi-sensory environment.

Our Program aims to develop each child's Physical Literacy which involves mastering fundamental movement and sport skills (not just gymnastics!) which allows your child to move confidently and with control in a wide range of physical activity situations.

Kindergym is the nurse for all sports and benefits children for LIFE!

Tiny Tumblers - 45 minute lesson - 2 - 3.5 yrs

This age group is wired to move and explore their environment - keeping still for long is not in the plan! A strong focus on engaging in activities rather than waiting in line, keeps movement and learning heaps of fun! Children in the Tiny Tumbler class session must be accompanied by a parent or "Helper". Use the class as an opportunity to bond with your child and show them that physical activity is FUN!

Gym Rollers - 45 minute lesson - 3.5 - 5yrs

This class is working towards independence in the gym. The Gym Rollers start to work with the coaches on their own. They focus on managing their bodies and their movements, and building on skills.

They will start to learn to follow a series of instructions, wait a little, work as a group and engage in fun activities.

The circuits, games, music, parachute and props are all "tools" used for purposeful movement and skill development.

Children in the Gym Roller class are working towards independence in the gym - coaches will advise after your trial lesson if they need to have a helper assist them during the class.

Children and their developmental journeys are unique. Although our program is progressive, learning is a spiral, revising skills at different levels in a variety of fun ways helping the skills/movement become fluent and strong. "Age" is only an indication, the social emotional readiness of each child is the most important factor to consider when placing your child into a class.

General Gymnastics Programs

Gym Springer - 1 hour lesson - 5 years

Gym Springers are beginner level gymnasts - either new, or progressing from our Kindergym Program. Children will learn basic gymnastics skills on the Vault, Bars, Beam, and Floor along with Trampoline. Some of the basic skills they will learn include: rolls, handstands, swings, balancing skills, jumps & leaps, agility movements....and of course lots of FUN!

Gym Tumbler - 1.5 hour lesson - 6 - 7 years

Gym Tumbler classes are still based on the same format and structure as the Gym Springers. The gymnastics skills will increase in difficulty, with a continued emphasis on safety. In addition to perfecting skills, they will also be working on cartwheels, pull-overs, board drills, and slightly more advanced jumping, leaping, agility movements.

Novice Squad/Novice Extension/Snr Extension - 2 - 3 hour lessons - 8 - 15 years+

The Novice Squads are an intermediate level and will continue to build on the strong foundation of the skills mastered in the Gym Springer and Gym Tumbler classes. There are 2, 2.5 and 3 hour class options and girls may attend multiple classes per week.

Performance Opportunities

Children in the General Gymnastics programs will have the opportunity to showcase the skills they have been learning at our in-house Carnivals. We run the Winter Carnival in Term 2 and then the Christmas Classic just prior to the conclusion of classes for the year. Coaches will teach the required routines in regular classes.

Training Attire

A leotard is recommended for training however it is not compulsory. Any form fitting clothing free of buttons and clasps is also a great option eg. Bike pants or leggings with a t-shirt or singlet.

We do have a Premier Gymnastics training leotard and crop & bike pants set available, please contact the office for ordering details.

Hair must be tied back off the face, avoid clips or ribbons as they may get lost in the gym.

2018 Premier Gymnastics Membership

Premier Gymnastics Membership includes the following:

- Premier Gymnastics Member t-shirt (*while stocks & sizes last*)
- Registration with Gymnastics Queensland/Australia
- Sports Insurance with JLT
- Premier Gymnastics administration fee

Premier Gymnastics Membership package also includes but is not limited to the following: administration and athlete management, first aid supplies (including ice), chalk, hand sanitiser, tissues, teaching aides, equipment and cleaning levies, coaches professional development and training.

	45 min - 1.5 hours/week	2 - 3 hours/week	4 - 6 hours/wk
Term 1, 2 & 3	\$90	\$120	\$165
Term 4 only 2018	\$30	\$50	\$80

Premier Gymnastics Membership fees are non-refundable & non-transferrable between members

Membership fees must be paid prior to your child's enrolment in a class - either after their trial lesson or prior to their first class for the year.

All questions regarding membership and tuition fees should be directed to the administration office. Please do not approach coaches with questions relating to payment of fees, outstanding fee, etc.

Payments & Payment Methods

Once you have received an invoice via e-mail please follow the prompts for payment.

Payments can be made by direct bank transfer, credit card over the phone (surcharge applies) or in person at the Bayside office by cash, cheque or EFTPOS.

Payment is due each term during the first week of commencement of classes for that term. When fees are not paid as required your preferred class time may not be available and a late fee of \$25 will apply.

Tuition Fees

Tuition fees are calculated on a term basis, with 10 weeks per term in 2017 with a total of 40 training weeks in the year. Term tuition fees pay for your child's place in the class - non-attendance does not qualify you for a refund or a credit. Tuition fees are due upon booking/acceptance of a position of a class.

New gymnasts starting part way through the term are charged on a pro rata basis for the remaining weeks in the term (including their trial lesson).

Premier Gymnastics 2018 Fee Schedule

	10 Week Term		10 Week Term
45 mins/week	188	2.5 hours/week	500
1 hour/week	260	3 hours/week	595
1.5 hours/week	350	4 hours/week	640
2 hours/week	435	5 hours/week	740

- Your class booking is automatically carried over from term to term until you advise us otherwise. You will receive your invoice in week 8 or 9 for the following term.
- Fees must be paid PRIOR to the start of your child's first class for the term. If fees have not been received by the second lesson, your child will be removed from class. Please assist us so that we do not have to undertake this measure.

2018 Term Dates

Term	Dates	Length	Public Holidays
Term 1	Mon Jan 29 - Thur 29 March	9 weeks	Australia Day Good Friday
Term 2	Mon Apr 16- Sat 30 Jun	11 weeks	ANZAC Day Labour Day
Term 3	Mon 16 Jul - Sat 22 Sep	10 weeks	Ekka Holiday
Term 4	Mon 8 Oct - Sat 15 Dec	10 weeks	Queen's Birthday

Refunds

Premier Gymnastics is committed to providing quality services through all areas of their business. Anyone that believes that the agreed service has not been delivered is welcomed to discuss this with the Director and/or complete a claim procedure.

Process: The Director will be responsible for responding promptly with concerns with respect to the non-delivery of agreed services in line with the Premier Gymnastics refund policy. All staff are responsible for alerting the Director to any agreed services not delivered and the circumstances leading to this. All staff are responsible for working ethically at all times when delivering agreed services.

Please take into consideration the following rules that apply:

- Non-attendance at general training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid. Pre-payment of tuition fees and annual club membership and registration fees are required up-front to ensure a class position is available;
- Training fees do not include the costs for events, level badges or any uniform items. The fees are applied for the coaching/tuition provided and the use of the Premier Gymnastics related equipment;
- A non-refundable annual club membership and registration fee applies. This membership is valid from the time the payment is received until the 31st of December in the current year;
- Claims for refunds, transfer, credit or exchange will not be considered unless all accounts are paid up-to-date or in credit;
- Refunds for tuition fees are to be requested in writing. From the date of the request a further two weeks will be retained and the balance of tuition fees will be refunded upon approval from the Director.

Ceasing at your Request

If you decide not to continue with your child's gymnastics program please advise us in writing. There will be a two week cancellation fee and a credit will be given for the remainder of the term fees, unless a medical certificate is given.

Debtor Policy

Late payment of tuition fees will result in the following:

1. A 1st notice will be issued allowing a further 7 days to make payment without any interruption to participation in classes;
2. Following the 7 day period, if payment has still not been received, notification will be sent in writing and verbally of a suspension of gymnastics services. Once payment has been received in full, gymnastics services may resume. However, no refunds/credits will be available for the non-attendance period.
3. If the account remains unpaid, a final notice allowing a further 7 days to make payment will be issued. Members are advised that information will be forwarded to our nominated Debt Collection Agency should the account remain outstanding after the due date.
4. If after the 7 days that account remains unpaid, the member is advised that the information has been forwarded to the nominated Debt Collection Agency. All fees incurred by this Agency will also be payable by the member.

Missed Classes

If a gymnast misses a class, leaves early or arrives late this does not entitle you to a discount on your fees. Your fees pay for a position in a class and the cost to the club remains the same whether you attend or not.

Sickness, Injury & Altered Training Hours

In the case of on-going/long term sickness or injury a request can be made in writing to the Director to review the account status. Upon acceptance by the Director of a reduced/discounted tuition fees, the account will be adjusted accordingly and any outstanding amount must be paid immediately or any funds will be held in credit.

Where the coach has set reduced hours for the gymnast due to an injury or altered training hours, no adjustment will be made to your account to reflect the reduced hours as the competitive teams already received a reduced hourly rate.

Shortened or cancelled sessions due to adverse weather conditions, power outages or other circumstances beyond our control will not be refunded, but make up lessons may be provided if applicable.

Illness

Please apply same rules as you would for school in relation to illness. There is a lot of close contact within a gymnastics class and therefore we ask that you refrain from letting your child attend if they are ill. Please notify the office via email office@premiergymnastics.com.au in order to be eligible for a make up lesson.

Make-up Lessons

We understand that from time-to-time children become ill or have an unexpected commitment pop up. Premier Gymnastics offers make up classes in these circumstances. Make-up classes are available upon request from the office, dependant upon availability of another suitable class.

Make-up lessons must be completed in the same term as the missed lesson. Maximum of 2 make-up lessons per term.

In the event of venue interruption or classes being cancelled we will offer a replacement class.

If your child is unable to attend classes for two or more weeks due to illness or injury, a credit for missed classes can be applied to their fees for the following term. Please present a medical certificate to the office to obtain this credit.

Assessments and Progress Advice

Children progress at various rates. It is unreasonable to expect that a child will advance to the next class level or next competitive level EVERY year. Premier Gymnastics philosophy is to progress students once they attain the correct skills and technique for each level. Progression to the next class is primarily driven by age, however a child may progress sooner or later depending on their individual skill level.

If you have a query about your child's progress, please have no hesitation in speaking with your child's coach or the Head Coach by making an appointment through the office.

Ongoing Individual Assessment at Premier Gymnastics ensures:

- Quality control of our gymnastics program
- Your child's methodical progression through the levels

Progression

Our coaching staff will place each child into the class that is most suitable for their skill level and maturity. We ask parents to remember that this is always done with the child's best interest in mind.

We always keep an eye out for children who might be suitable to enter our Development or Competitive programs. Please contact to the office if you would like any further information.

Drop off & Collection

Please be on time to class, arriving at least 5 minutes prior to the start of your child's class. Please stay with your child until they are called by their coach, at no time are children to be dropped off early and left unsupervised.

All gymnasts must be escorted to and from the gymnasium - a gymnast will be released when a parent is in the foyer to collect them.

Please be on time to collect your child - staff are not permitted to leave until all their gymnasts have been collected. A fee may apply if your child is left in our care after their class time to allow for extra staff wages.

If there is a specific person/s not permitted to collect your child please notify the office in writing.

Changes to Medical & Contact Details

Please immediately notify the office of any changes in contact details or any medical or disability information. All potentially serious medical conditions require an action plan.

E-mail is our primary source of communication with our member families. Please advise the office if your e-mail address changes so that you can be kept up to date with communication.

Illness, Injury & Special Circumstances

Gymnasts, may at some time, be required to produce a medical certificate confirming their fitness for classes or their general health status prior to being permitted to participate. Please do not bring sick children or siblings to the gym.

The club reserves the right to refuse entry to any persons that show signs of illness. Any persons attending class that have pre-existing injury or special needs must notify the office at the time of booking.

Please allow the coaches to coach

Our coaches have spent many hours, weeks, months and years acquiring their accreditations and experience, and spend many years each year updating them by attending coaching conferences and seminars. As such, they are well prepared and qualified professionals and appreciate being left to do their job without interference.

Communication with Coaches

If you need to ask your child's coach a question, give them information or gain feedback about your child's participation in our program, it is important that you do so at an appropriate time.

For small, quick matters you may talk to coaches directly before or after class.

We encourage parents to contact the office to arrange an appointment with your child's coach or coordinator.

Many of our coaches work long hours that see them finish late in the evening, we ask that parents be considerate of this fact and do not try to have long discussions with coaches after class, rather make an appointment for a more suitable time.

Spotting of Gymnasts

Spotting is physical assistance or the correction of a skill through the use of the coaches hands or specialised spotting equipment. It is a very important part of gymnastics and it is important that parents are aware that coaches will be physically assisting your children in the performance or correction of skills.

Spotting is also used during flexibility training to ensure correct body alignment, posture and to assist gymnasts in improving their range of movement.

Safety

Premier Gymnastics reserves the right to refuse or rescind a position in any group or class without 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.

Coaching Staff Changes

On some occasions your child's coach may be unavailable to take their class. While we do our best to keep consistency of coaches, we reserve the right to change coaching staff without notice.

Food & Drink

Premier Gymnastics is strictly a NUT FREE ZONE. All nuts and legumes must not be consumed whilst in our venues, including items that contain traces of nuts eg: muesli bars. Classes 2 hours and under in length do not generally stop for a food break, however your child is welcome to snack during drink breaks on small items such as fruit or veggie sticks.

We encourage that only water is consumed during your child's lesson, sports drinks are not recommended.

Viewing of Classes

We would love you to be part of your child's gymnastics journey but we do ask that you respect our coaches 'classroom'. Like all teachers, coaches also prefer to have 'students' complete attention. Parents are most welcome to stay for classes up to 1.5hr in duration. We also welcome you assistance when required. However for classes 2 or more hours we ask that you arrive 10 minutes prior to the end of class to collect your child.

Viewing days for all classes are permitted in the last week of every month. You are welcome to stay for one entire lesson (only) during this week. We also ask that you please ask for the coaches permission to video training at any time. If you have a family member or special circumstances where you would like to view a class outside this week each month, please contact the office and we will arrange for you.

Lost Property

We strongly suggest that you label all clothing and equipment with your child's name. Bayside venue lost property is located in a basket near the lockers, and Brisbane venue lost property is located at the pool. Sometimes valuables such as watches, jewellery, hand guards etc. may be kept in the office for collection.

The club accepts no responsibility for any items left behind at the gym. We strongly advise that you do not bring valuables to the gym.

Grievance Procedure

- Administrative & payment related matters: In the first instance, such matters should be directed to the Office Manager. If the matter is not resolved to your satisfaction then you may contact the Director.
- Coaching related matters: In the first instance, such matters should be brought to the attention of the Head Coach. If the matter is not resolved to your satisfaction then you may contact the Director.

No complaint or request will be considered unless the correct grievance procedure is followed.

Feedback

We welcome feedback positive and negative regarding our program and the services we offer. We would appreciate this feedback given directly to management or head coaches only. Please avoid discussing issues you may have with other club members. If management become aware of any situations that are of a negative or damaging nature these matters will be addressed and may effect your child's membership with Premier Gymnastics.

Member Protection Policy

This policy has been developed to ensure that our members are provided with a safe, respectful sporting environment whilst participating in activities run by the club. Premier Gymnastics is committed to providing a safe environment for everyone that is free from harassment and abuse for everyone, and promotes respectful and positive behaviour and values.

This policy provided a code of conduct forming the basis of appropriate and ethical conduct which everyone must abide by. This is an essential part of our organisation's proactive and preventative approach to tackling inappropriate behaviour.

The full policy can be found on our website or by request from the office.

Privacy Policy

Premier Gymnastics is committed to protecting your privacy. In accordance with the Privacy Act (1998), the information we collect about you/your child will be used primarily for matters specifically related to participating in gymnastics. To assist in providing our services, the organisations to which we disclose information to include:

- Gymnastics Queensland
- Gymnastics Australia
- GA Authorised Sports Insurance
- Our professional advisors including accountants, auditors, lawyers, government and regulatory authorities and other organisations as required or authorised by law.

Our complete policies are available at www.premiergymnastics.com.au, or a copy is available at our Bayside office.

- Member and Child Protection Policy
- Privacy Policy
- Health and Safety Policy
- Acquiring Images of Children Policy

