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GYMNASTICS

Onyx Gymnastics Policies

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Statement of commitment to Child Safety

Onyx Gymnastics is committed to the safety, wellbeing, and empowerment of all accessing our programs including indigenous, those from culturally and linguistically diverse backgrounds and children with additional needs.

As a Gymnastics Australia associated member, we have a zero tolerance approach to any form of child abuse. We support the rights of children and we will act immediately to ensure an environment is maintained where children and all members are safe, respected, valued and empowered at all times.

All staff members (18+ yrs.) hold a Working With Children check and are required to complete all Child Protection Standards. All adults in Onyx Gymnastics facilities during class time (except for parent assisted class, parties or free play) must undergo an induction.

Staff members are bound by the Gymnastics Australia Child Safe Policy, which can be found here: https://www.gymnastics.org.au/images/national/About_Us/By_laws_Policies_Tech_Regs/Child_Safe_Policy_0219.pdf.

All staff members are familiar with the Gymnastics Australia Codes of Behaviour, which promotes a safe, positive and enriching environment. An easy to read guide is accessible here: https://www.gymnastics.org.au/Ga/Child_Safety/Codes_of_Behaviour.aspx

To report a Child safety concern please contact the Director.



Child Safe Policy

Please refer to separate Policy document.



Risk Management Plan

Risk management refers to the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Onyx Gymnastics has Policies and Procedures for risk management, which govern all daily activities, classes, competitions/events, membership programs and/or services.

Onyx Gymnastics will:

- Lead by example in responding to risk;
- Respond promptly to any concerns;
- Provide appropriate education and training to staff members;
- Trust and empower staff members to manage risks at all levels;
- Acknowledge, reward and publicise good risk management; and
- Encourage learning from unexpected results, both positive and negative.

All staff members and members are responsible for ensuring that risks to themselves, others, Onyx Gymnastics and the sport of Gymnastics, are minimised. The Director however, has the ultimate responsibility for successful risk management, taking day-to-day responsibility for the process. This section specifies the responsibilities of parties involved in risk management within Onyx Gymnastics.

Director responsibilities

- Ensure that the context of all Policies and Procedures are communicated to all levels;
- Ensure that risk management practices are implemented at all levels;
- Ensure that appropriate training is provided, so that risk is actively minimised;
- Provide appropriate resources to ensure that risk is minimised;
- Ensure that risk management is an intrinsic part of deliberations and those decisions are made in line with the Policies and Procedures;
- Actively encourage reporting of risk, real or potential, and ensure that appropriate action is taken to minimise such risk;
- Assume day-to-day responsibility for risk management;
- Ensure appropriate and up-to-date documentation of risk identification and treatment;
- Provide appropriate induction on risk management and all other associated policies to new staff members and members holding key positions.

Staff member responsibilities

- Adopt and implement appropriate risk management behaviour in all aspects of work;
- Report risk, real or potential, and ensure appropriate action is taken to minimize such risk;
- Ensure appropriate and up-to-date documentation of risk identification and treatment, for the



particular work area.

Successful risk management also relies on the personal knowledge, perception and behaviour of all involved in the sport of Gymnastics.

Review

The regular monitoring and review of risks is an integral part of Onyx Gymnastics. Risk management will be reviewed in January each year. The process will ensure new risks are detected and managed and that action plans are implemented and progressed effectively.



Member Protection Policy

Onyx Gymnastics is committed to providing an environment free of discrimination and harassment. We believe that anyone who works for us or represents us, and everyone with whom we deal, has the right to be treated with respect and dignity. Onyx Gymnastics will not tolerate discriminatory or harassment behaviour under any circumstances.

Onyx Gymnastics will take all complaints of harassment or discrimination seriously, and will ensure they are dealt with promptly, sensitively and confidentially. Disciplinary action can be taken against a person who is found in breach of this Policy.

Onyx Gymnastics is committed to ensuring that the safety, welfare and wellbeing of children are maintained at all times during participation in activities run by Onyx Gymnastics. 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.

Coverage

The Member Protection Policy and Code of Conduct apply to all members, member's parent-guardians, staff members, judges, employees, administrators, officials, volunteers, and other associates of Onyx Gymnastics Club.

The Member Protection Policy and Code of Conduct apply to behaviour occurring both within and outside the course of the club's business, activities and events, when the behaviour involves individuals associated with the club and negatively affects relationships within the club's sport and work environment.

This Policy applies to harassment occurring between any individual linked to Onyx Gymnastics. Harassment may occur, for example, from:

- Staff member to member;
- Member to member;
- Member to staff member;
- Member's caregiver to staff member; and
- Staff member to staff member.

Discrimination and all forms of harassment are unlawful. People engaging in harassment can have legal action taken against them under these Laws. In some cases, legal action can also be taken against the organisation for which they work or represent. For this reason, Onyx Gymnastics has a legal responsibility to ensure that discrimination or harassment does not occur in the course of any of our activities. The Law is always the minimum standard for behaviour within the club and



therefore any criminal offence will be reported to the appropriate authorities.

Discrimination

It is unlawful to treat anyone unfairly on the basis of various attributes or personal characteristics. A member must not treat a person less favourably than another person on the basis of an attribute such as race, sex, age, marital status, sexuality, pregnancy, or intellectual or physical impairment.

Indirect discrimination is also unlawful. This means that a member cannot impose a requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect or result on particular groups. Unless this type of requirement is reasonable in all the circumstance it is likely to be indirect discrimination, even if there was never any intention to discriminate.

Harassment

Harassment can take many forms but can generally be defined as unwelcome verbal or written comments, conduct, or gestures directed toward an individual or group of individuals that the harasser knows, or should reasonably be expected to know, is insulting, intimidating, humiliating, malicious, degrading or offensive.

Sexual harassment is behaviour that has a sexual element, which is unwelcome and could reasonably be expected, in the circumstances, in which it occurs, to offend, humiliate or intimidate the person or people at whom it is directed.

A member must not engage in any form of harassment, including: written, verbal or physical abuse or threats; unwelcome physical contact; the display of offensive materials; promises or threats in return for sexual favours; unwelcome sexual comments, jokes or propositions; homophobic comments or behaviours; or jokes or comments directed at a person's body, looks, age, race, religion, disability, sexuality, marital status or pregnancy.

Pregnancy

All members must treat pregnant women with dignity and respect and any unreasonable barriers to participation in gymnastics should be removed. Onyx Gymnastics will not tolerate any discrimination or harassment against pregnant women.

Onyx Gymnastics will take reasonable care to ensure the continuing safety, health and wellbeing of pregnant women. Onyx Gymnastics may require a pregnant woman to provide a medical report so the Director can determine whether they are able to provide any reasonable support and assistance



to protect the woman's safety.

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision making about the way they choose to participate in our classes.

Gender Identity

Onyx Gymnastics will not tolerate unlawful discrimination or harassment of a person who identifies as transgender, intersex, transsexual or who is thought to be transgender. This includes where a person is undergoing gender transition.

Onyx Gymnastics is committed to supporting participation in our sport on the basis of the gender with which a person identifies. Onyx Gymnastics is aware that the International Olympic Committee (IOC) has established criteria for selection and participation in the Olympic Games. Where a transgender person intends on competing at an elite level, Onyx Gymnastics will encourage them to obtain advice about the IOC's criteria, which may differ from the position taken by Onyx Gymnastics.

Medical conditions / disabilities

Any medical condition, learning disability or attention disorder must be disclosed on the registration form. Some medical conditions require a parent or carer to stay at the session in case administration of medication is required e.g. Epipen. Parents should speak to the Director to ensure that all of the staff members are aware of any adaptations and risks that need to be considered. In some cases it will be most appropriate for a child to attend the SEND recreational class in order to receive the best support. Onyx Gymnastics strives for every child to have a positive experience at our club. Members with a disability who require one to one support will need to provide a carer, who will be led by a staff member within the class.

Intimate Relations

Onyx Gymnastics takes the view that intimate sexual relationships between staff members and members, while not necessarily constituting unlawful harassment, can have harmful effects on the individual member involved, on other members and staff members, and on the sport's public image. Because there is always a risk that the relative power of the staff member has been a factor in the development of such relationships, Onyx Gymnastics takes the position that such relationships should be avoided by staff members working at all levels.

Should Onyx Gymnastics become aware of a sexual relationship between a member and a staff member, Onyx Gymnastics will investigate whether any action against the staff member is



necessary. If Onyx Gymnastics determines that the relationship is inappropriate, action will be taken to terminate the coaching relationship. The Law is always the minimum standard for behaviour within Onyx Gymnastics and therefore sex with a minor, of either the same or the opposite sex, is a criminal offence and will be reported to the appropriate authorities.

In the event that a member attempts to initiate an intimate sexual relationship, staff members must take personal responsibility for discouraging such approaches, explaining the ethical basis for such action.

Victimisation

A member must not subject any person to victimisation. Victimisation means subjecting a person, or threatening to subject a person, to any detriment or unfair treatment because that person has or intends to pursue his or her right to make a complaint or support another person in making a complaint against another person.

Child Protection

Onyx Gymnastics operates with strict Child Safe and Child Friendly policies.

Bullying

Onyx Gymnastics is committed to providing an environment that is free from bullying and violence. We understand the significant negative consequences for an individual's health and wellbeing, and we regard it in all forms as unacceptable.

Bullying is characterised by repeated, unreasonable behaviour directed at a person or group, that creates a risk to health and safety. Bullying is behaviour that a reasonable person would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. Bullying behaviour can include actions of an individual or a group.

Bullying behaviours can include but are not limited to: verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent criticism; excluding or isolating a group or person; spreading rumors; psychological harassment such as intimidation; cyber-bullying.

Violence is force that is damaging, destructive, injurious, harmful, or hurtful. Violence committed by an adult is required to be reported to the police immediately. Any violence committed by a child will be referred to the relevant authorities where appropriate.

If any person believes they have been bullied or had violence committed against them in a situation



relating to Onyx Gymnastics, they should make a complaint to the Director.

Smoking, Alcohol and Illegal Drugs

Onyx Gymnastics is committed to providing a safe and healthy environment at all sporting and social events that we hold or endorse.

No smoking shall occur at or near any Onyx Gymnastics sporting class, event, competition or social function. This applies to staff members, members, officials, spectators, contractors and volunteers. Members will refrain from smoking and remain smoke free while involved in an official capacity for any Onyx Gymnastics team, during and outside of competition.

Onyx Gymnastics is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol. In general, alcohol will not be available or consumed at Onyx Gymnastics events. We will not endorse, or assume any responsibility for behaviour of individuals following an Onyx Gymnastics social event where alcohol may have been consumed.

Staff members, members, officials, spectators, contractors and volunteers are not permitted to enter Onyx Gymnastics facilities to attend a class or non-social event when under the influence of alcohol. Guidance can be obtained from the "Alcohol Management Policy": <http://www.playbytherules.net.au/resources/club-toolkit>.

Staff members, members, officials, spectators, contractors and volunteers are not permitted to enter Onyx Gymnastics facilities or attend any Onyx Gymnastics related event under the influence of illegal drugs and are not permitted to have any contact with children under the age of 18 years.

Some drugs may be used in an attempt to enhance sporting performance. The possession, use, distribution or selling of any such drugs at Onyx Gymnastics facilities, or at any function or activity organised by Onyx Gymnastics or any affiliated club, is wholly prohibited. Onyx Gymnastics may refer a member who is involved in inappropriate or illegal drug use to a medical or health service for assistance and, whenever appropriate, to relevant authorities such as NSW Police.

Body Positivity

Onyx Gymnastics will always support a balanced diet and healthy lifestyle. Onyx Gymnastics will never promote an unhealthy diet culture.

Gymnastics Australia has developed body positivity guidelines that all members should follow: https://www.gymnastics.org.au/uploadedfiles/body_positive_guidelines.pdf.



The guidelines aim to set clear boundaries on what is acceptable language and behaviour for staff members, parents, judges, support staff and administrative staff when working with members of all ages, genders and training levels. The guidelines also encourage clubs to deliver adequate and appropriate nutrition education to members, staff members and parents by a qualified Sports Dietitian.

Photography and Video Privacy

Onyx Gymnastics staff members may take images or otherwise record images of members at classes or events for the purposes of promotion, except where informed in writing that the member does not wish to have their image captured.

Images of members will only be taken and shared in an appropriate and lawful manner. Onyx Gymnastics will only use appropriate images in a manner that promotes gymnastics and Onyx Gymnastics in a positive light. Onyx Gymnastics will avoid making reference to the full name of a member in a photo. Personal information such as residential address, email address or telephone number will never be displayed.

Individuals are not permitted to take or record an image of a member unless they are the parent/guardian of the member. It is not permitted for images to be taken through the windows or doors during class.

Onyx Gymnastics prohibits the use of camera phones, videos and cameras inside changing areas, showers and toilets.

Social Media

Onyx Gymnastics acknowledges the enormous value of social media to promote gymnastics and celebrate the achievements and success of the people involved in our sport.

Onyx Gymnastics expects all people bound by this Policy to conduct themselves appropriately when using social networking sites to share information related to our sport and Onyx Gymnastics.

Staff members, judges, administrators and other paid associates of Onyx Gymnastics cannot "friend" a member or their family under the age of 18 years on social media.

In particular, social media activity should respect and maintain the privacy of others and should promote Onyx Gymnastics and the sport in a positive way.



Requirements & Responsibilities

Members must:

- Comply with this Policy;
- Make complaints about a breach of the Policy in accordance with the Complaint Management Procedure;
- Adhere to and cooperate with the Complaint Management Procedure if an allegation is made against that member;
- Maintain complete confidentiality if they provide information during the investigation of a complaint;
- Not make any frivolous or vexatious claim that another person is in breach of this Policy; and
- Conduct themselves in a proper manner so as not to bring that member, Onyx Gymnastics or the sport generally into disrepute.

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

- Provides and promotes an environment free from discrimination and harassment in relation to its employment functions, its membership eligibility and any supply of goods and services;
- Distributes, promotes and implements this Policy and Complaints Management Procedure;
- 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;
- Deals with complaints in an impartial, sensitive, timely and confidential manner.

Staff members (including coaches) must:

- Comply with the coaches' Code of Ethics (incorporated in the Technical Membership Handbook);
- Understand and respect that as a staff member he or she has considerable power and authority over members and should not abuse it;
- Not exclude or treat less favourably any member from gymnastics or coaching activities on the basis of an attribute or personal characteristic; and
- Avoid focusing on a member's disability unless this is the only way that the coach can find out what adjustments the member requires.

Judges must comply with the Official's Code of Ethics (incorporated in the Technical Membership Handbook).

Policy Breaches

Onyx Gymnastics has a Complaints Management Procedure and will deal with any complaints



about breaches of this Policy promptly, seriously, sensitively and confidentially. The Policy provides both formal and informal mechanisms for dealing with complaints.

Disciplinary action will be taken by Onyx Gymnastics against anyone who:

- Is found to be in breach of this Policy;
- Victimises or retaliates against a member who has complained of a breach of this Policy; or
- Is found to have made a frivolous or vexatious complaint.

Apart from the internal ways of making a complaint, Complainants may, at any time, contact the relevant state/territory or federal anti-discrimination/human rights body for information or advice, or to lodge a complaint of discrimination.



Code of Conduct

This code of conduct applies to all members, member parent-guardians, staff members, judges, employees, administrators, officials, volunteers, and other associates of Onyx Gymnastics Club. Nothing must be done that brings Onyx Gymnastics into disrepute. All members must understand the repercussions if they breach this code of conduct.

Members

All members are expected to respect the rights, dignity and worth of fellow members, staff member, and others they encounter while participating in Onyx Gymnastics activities. In addition to following all Onyx Gymnastics Policies and Procedures, they must:

- Respect the talent, potential and development of fellow members;
- Care for and respect the equipment provided to members;
- Be honest with staff members concerning illness, injury or their ability to train fully;
- Conduct themselves in a professional manner relating to language, temper and punctuality;
- Maintain high personal behaviour standards at all times;
- Be honest in their attitude and preparation to training;
- Cooperate with staff members in the development of programs to adequately prepare them for competition at the highest level.

Parents/Guardians

Parents or Guardians of any members must follow all Onyx Gymnastics Policies and Procedures, and also meet the following requirements in regard to their conduct:

- Respect the rights, dignity and worth of others;
- Remember that a member participates in sport for their own enjoyment;
- Focus on effort and performance rather than winning or losing;
- Never ridicule, shout or show negative behaviour towards members for making a mistake or not winning a competition;
- Show appreciation for good performance by all members;
- Show appreciation for all Onyx Gymnastics staff members and volunteers;
- Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons under 18 years of age;
- Respect the decisions of staff members and officials and teach others to do likewise;
- Do not abuse or harass anyone associated with Onyx Gymnastics or the sport of gymnastics (member, staff member, judge, administrator etc.) and report those that do to the relevant party;
- Be a positive role model;



- Review the photography and video section of the Member Protection Policy prior to taking photos or videos of members;
- Allow fellow parents, guardians and spectators the respect they deserve in their viewing of the class/event.

Spectators

Spectators of any activity held by or related to Onyx Gymnastics must follow all Onyx Gymnastics Policies and Procedures and also meet the following requirements in regard to their conduct:

- Respect the rights, dignity and worth of others;
- Focus on the members' efforts and performance rather than winning or losing;
- Never ridicule, shout or show negative behaviour towards members for making a mistake or not winning a competition;
- Show appreciation for good performance by all members (including opposing members);
- Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons under 18 years of age;
- Respect the decisions of staff members and officials and teach others to do likewise;
- Be a positive role model;
- Review the photography and video section of the Member Protection Policy prior to taking photos or videos of members;
- Allow fellow spectators the respect they deserve in their viewing of the class/event.

Volunteers and Administrators

In addition to other Onyx Gymnastics Policies and Procedures, volunteers and administrators must meet the following requirements:

- Give all persons equal opportunities to participate;
- Create pathways for people to participate in the sport of gymnastics, not just as a member but as a staff member, judge, administrator etc;
- Remember that member's participate for their enjoyment and benefit. Do not overemphasize awards;
- Set an example through positive and supportive behaviour and comments;
- Support implementation of all Onyx Gymnastics Policies and Procedures.

Coaches

All coaches must comply with Onyx Gymnastics Policies and Procedures and Gymnastics Australia Codes of Conduct. In addition, they should:

- Be a role model for the sport of gymnastics and the members;



- Avoid the use of derogatory or sexually explicit language;
- Show concern for the health, safety and welfare of members and colleagues;
- Coach within the limits of their own competence as a coach;
- Provide planned and sequential training programs based on individual developmental needs of members;
- Ensure that rules, equipment and training schedules are modified to suit the age, ability and maturity level of members;
- Modify the training program for injured members based on appropriate medical advice when required;
- Honour their responsibilities by keeping all relevant qualifications up to date;
- Represent themselves and their coaching status in an honest and professional manner, without bringing the coaching profession or Onyx Gymnastics into disrepute;
- Work to ensure members' time spent with a coach and at Onyx Gymnastics classes / events is a positive experience;
- Respect the health and dignity of members to compete on the basis of their abilities; within the rules of the sport of gymnastics;
- Extend professional courtesy to other coaches, members and their parents by keeping them informed in matters relevant to members' training programs;
- Understand and respect that as a coach they have power and authority over members and should not abuse it;
- Not exclude or treat less favourably any member from activities on the basis of an attribute or personal characteristic; and
- Be alert to any forms of abuse towards members from other sources whilst they are in the coach's care.

Coaches must ensure physical contact with members is appropriate and necessary for the members' skill development. For example:

- Ensure spotting methods and philosophy are consistent with established gymnastics principles;
- Ensure spotting is used only to facilitate learning or safe performance.



Privacy Policy

Onyx Gymnastics is committed to providing the highest levels of membership service, including protecting the privacy of members, staff, volunteers and other persons from whom it collects personal information. This Policy contains information that is required to be communicated by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of individual's personal information.

This policy shall apply to all members, staff, volunteers and other persons from whom Onyx Gymnastics collects personal information.

Personal information is information or an opinion (including information or an opinion forming part of a database) about an identified individual or an individual who is reasonably identifiable:

- Whether the information or opinion is true or not; and
- Whether the information or opinion is recorded in material form or not.

Sensitive information is a special category of personal information as defined by the Act.

Collection and Use of Personal Information

- Onyx Gymnastics will only collect personal information that is necessary or directly related to one or more of Onyx Gymnastics' functions or activities of providing services relating to gymnastics.
- Personal information may be used in order to:
 - Provide the services required;
 - Process internal accounting and administration;
 - Comply with regulatory reporting required by organisations including Gymnastics Australia and Gymnastics NSW. These organisations have privacy policies available on their respective websites;
 - Comply with other regulatory reporting entities;
 - Allow Onyx Gymnastics to identify and inform members about products, services and events;
 - Assist Onyx Gymnastics in developing marketing and fundraising strategies;
 - Discharge duty of care and fulfill any other legal obligations;
 - Provide any other services as may be deemed appropriate by the Director.
- Onyx Gymnastics will not collect sensitive information unless an individual or member consents to the collection of the information and the information is necessary or directly related to one or more of Onyx Gymnastics' functions or activities of providing services relating to gymnastics.
- Onyx Gymnastics will collect personal information on members and other individuals from



responsible persons, such as parents and legal guardians.

- Onyx Gymnastics will treat consent given by parents and legal guardians as consent given on behalf of members and other individuals, and notice to parents and legal guardians will act as notice given to the Member and other individuals.
- To deliver the services offered by Onyx Gymnastics, personal information is collected by means of:
 - Online membership form or Coach/Judge details form;
 - Records of fees and payments;
 - Records of gymnastic levels, accreditations and awards achieved;
 - Participation in Club and external gymnastic events and activities;
 - Consent forms giving permission to attend parties, sleepovers and other events;
 - An Onyx Gymnastics survey;
 - An in person meeting, telephone call, letter, email, or by other communication method where a member gives information to a staff member.
- If Onyx Gymnastics sends to a member information that the member does not require, or if the member does not want Onyx Gymnastics to disclose personal information to any other organisation (including related organisations) a member can advise Onyx Gymnastics accordingly by writing to the Director. If a member does not advise Onyx Gymnastics otherwise, a member confirms agreement on their own behalf and/or on behalf of others they represent.
- If a member does not choose to provide personal information, Onyx Gymnastics might not be able to provide the member with the services they require, or the level of service on which the Onyx Gymnastics prides itself, and in some circumstances, the member and/or other individuals may not be permitted to participate in some or all activities.

Disclosure of personal information

Onyx Gymnastics discloses personal information to other organisations that it believes are necessary to assist with the Onyx Gymnastics' functions or activities of providing services relating to gymnastics. The organisations to which the Club discloses information include:

- Gymnastics Australia and Gymnastics NSW in the form of gymnast registrations;
- Insurance Providers;
- Professional advisors, including accountants, auditors and lawyers;
- Event organizers, when entering gymnasts in external events; and
- Government and regulatory authorities and other organisations as required or authorised by law.

When Onyx Gymnastics provides information to other organisations, it does so only for the specific purpose for which it was given to Onyx Gymnastics.



If Onyx Gymnastics holds personal information about a member or another individual that was collected for a particular purpose or use as stated above, Onyx Gymnastics must not use or disclose the information for another secondary purpose unless the member or individual has consented to the use or disclosure of the information.

Storage of Information and Disclosure to overseas recipients

Onyx Gymnastics uses an administration system, ClassManager, which stores information on servers located outside of Australia. ClassManager has privacy policies readily available on their website.

Storage and supply of personal information

Personal information may be held in both paper file and electronic file form. Onyx Gymnastics has implemented measures of a reasonable nature to ensure that all personal information about members is securely stored from misuse, interference, loss and unauthorised handling. Where Onyx Gymnastics no longer requires personal information about a member or another individual it will take reasonable steps in the circumstances to destroy the information or ensure that the information is de-identified.

Accuracy of personal information

Onyx Gymnastics takes reasonable steps whenever it uses, collects or discloses personal information to ensure that it is current, accurate and complete.

Access to personal information

- Members have a right to access and correct their personal information, subject to some exceptions allowed by law. Members or other individuals can gain access to their personal information by contacting Onyx Gymnastics, or by writing to the Director.
- Alternatively, members or other individuals may also advise Onyx Gymnastics at any time about inaccurate, incomplete personal information that may have changed.
- If Onyx Gymnastics refuses to correct the personal information as requested by the member, or other individual, Onyx Gymnastics must provide the member or individual with a written notice that sets out the reasons for the refusal and the mechanisms available to complain about the refusal.



Requirements & Responsibilities

If a person provides Onyx Gymnastics with personal information about other individuals, Onyx Gymnastics relies on that person to have made them aware that you will or may provide their information to Onyx Gymnastics, the purposes it will be used for, the types of third party Onyx Gymnastics discloses information to and how their data can be accessed.

Staff members are required to maintain the security of personal information of members and other staff (e.g. in rolls, registers and phone lists). They are not permitted to collect, make use of, disclose or store personal information in any way other than as provided in this Policy.

Policy Breaches

Persons, who would like further information about the way Onyx Gymnastics manages the personal information it holds or wish to make a complaint regarding this Policy and/or a breach of the Australian Privacy Principles, should contact the Director.

Onyx Gymnastics will investigate any complaint in line with the Complaint Management Procedure.

Breach of this Policy is a very serious matter, and will be dealt with by the Director in such a manner, as they shall determine.

Consequences of a breach of this Policy for staff members may range from a verbal warning to termination of employment.



Occupational Health and Safety Policy

Onyx Gymnastics is committed to providing and maintaining a safe and healthy working environment for its employees and anyone at its facilities or with connection to the business operations.

Onyx Gymnastics will make every reasonable effort to provide a working environment that minimises incidents of risk or personal injury, ill health or damage to property. This includes:

- Providing employees with appropriate training;
- Providing safe equipment and systems of work;
- Providing regular consultation on health and safety issues.

A safe working culture is the responsibility of everyone and this can be best achieved through cooperative efforts. A safe culture will be reinforced through:

- Continually identifying, assessing and controlling possible risks to the health and safety of people that may arise in the workplace, including regular equipment checks,
- The provision of information concerning such risks and the promotion, instruction, training and supervision of employees to ensure safe work practices,
- Giving employees and customers the opportunity to participate in health and safety decisions that affect them,
- Requiring contractors, employees, visitors and customers to observe and comply with all health and safety standards and rules produced. This includes any safety signage or warnings, or instruction given by any Onyx Gymnastics employee whilst at Onyx Gymnastics facilities.



Manual Handling Policy

Through the implementation of the Manual Handling Policy, Onyx Gymnastics aims to promote and maintain the health and wellbeing of staff members, members, volunteers, visitors and contractors, to minimise the risks of manual handling injuries and induct all staff involved with manual handling by implementing a systematic approach based on risk management mode as follows:

1. Identify the hazardous manual handling tasks
2. Assess the risk
3. Control the risk
4. Monitor the controls

A system will be developed to ensure that any new manual handling hazards are identified, assessed and controlled as they occur.

This Policy applies to all Onyx Gymnastics staff members, visitors, volunteers, members and contractors at Onyx Gymnastics. It applies to all activities both onsite and offsite Onyx Gymnastics facilities, including classes, fundraising, competitions, displays, events and any other programmed activity.

Definitions

- Manual Handling: Any activity requiring the use of force exerted by a person to lift, push, pull, carry or otherwise move or restrain any animate or inanimate object. Also actions involving repetition and sustained awkward posture.
- Risk: the likelihood of suffering injury, loss or danger depending on the frequency that a task is performed and the consequences that they may ensue.
- Hazardous Manual Handling: When actions described above cause or have the potential to cause a Musculoskeletal Disorder (MSD) as the result of the following characteristics:
 - Repetitive or sustained application of force
 - Repetitive or sustained awkward posture
 - Repetitive or sustained movement
 - Application of high force
 - Exposure to sustained vibration
 - Handling live persons
 - Handling unstable or unbalanced loads, or loads that are difficult to grasp or hold

Compliance

Onyx Gymnastics will comply with the Manual Handling Policy through education, induction training,



publicity and the reiteration of the Policy.

Identify the Risk

Onyx Gymnastics will identify tasks with potential for having a hazardous manual-handling component. Onyx Gymnastics and staff will undertake a risk assessment to identify all manual-handling hazards at Onyx Gymnastics. The process includes:

- Where possible, manual handling risks will be considered and designed out prior to an activity and / or purchasing of all goods to be used at Onyx Gymnastics.
- Continually reviewing tasks for an indication of risk, for example by consulting with staff and volunteers about tasks they undertake (looking out for staff complaining of discomfort) and via formal observation of work practices.
- Reviewing injury records for common areas, and tasks, in which injuries are occurring.
- Undertaking formal observation of work practices.

Manual Handling risks at Onyx Gymnastics include, but are not limited to:

- Moving equipment;
- Carrying equipment;
- Lifting members;
- Spotting;
- Restraining a member;
- Typing at a computer or on an iPad in an awkward position;
- Standing on unstable platforms or apparatus;
- Stretching to reach a member or a high shelf;
- Catching a falling member; and
- Climbing under or over equipment.

Assess the Risk

Once a risk has been identified, the second step will be to determine the level of risk: high, medium or low.

The risk assessment must take into account the following factors:

- The force to be applied by the staff member;
- The actions and movements involved (e.g. reaching up, forward, unbalanced or uneven lifting or carrying, awkward grip);
- The range of weights handled;
- The duration and frequency of the manual handling;
- The time, and distance, over which an object is handled;

- The availability of mechanical aids;
- The layout and condition of the workplace environment (for example: restricted access, confined space, hot/cold, poorly lit, floor surfaces slippery or uneven);
- The work organisation (for example: availability of people, flow of materials, lack of time);
- The postural requirements imposed by manual handling (for example: bending, twisting, stretching);
- The analysis of injury statistics relevant to manual handling;
- The age of the person carrying out the manual handling;
- The skill and experience of the person;
- The nature of the object being handled (e.g. Size, shape, structure and material, animate or inanimate); and
- Any other factors considered relevant by Onyx Gymnastics or the employees/volunteers.

Onyx Gymnastics will also consider the risks to staff returning from leave, teaching a new skill or in a new environment.

Control and Monitoring the Risk

The Onyx Gymnastics Director will develop and implement Manual Handling Risk Controls, when the risk assessment has been completed. This will begin with tasks rated as high risk. Risk control methods may include:

- A redesign of areas of risk to eliminate or reduce risks;
- Changes in the workplace, systems of work and/or object;
- Providing mechanical aids to reduce the risk and provide training on their use;
- Training and education appropriate to each task.
- A combination of risk control methods may be appropriate, however information, training and instruction will never be the sole or primary means of controlling the risks.

Responsibilities

The Onyx Gymnastics Director is responsible for the implementation of a risk assessment, risk controls and education and training.

Onyx Gymnastics' staff members are responsible for carrying out and conducting ongoing monitoring of manual handling risks and ensuring that risk controls are being used correctly, not increasing the risk of injury, helping to reduce the manual handling risk and not in need of further improvement.

Policy Breaches

A breach of this Policy may include one or more of the following:

- A staff member manual handling an object in direct or indirect contradiction to the risk controls provided;
- A failure to assess or reassess identified areas for potential risks;
- A failure to address identified risks within 30 days of assessment;
- A failure to provide documentation supporting the process for assessment and risk control for any one or more areas of manual handling.

The Onyx Director will address breaches of this Policy.

All staff members are responsible for encouraging and enforcing the Policy amongst visitors, contractors and members. Upon knowing of a breach of this Policy, staff members are requested to ask the person involved to review their manual handling practices in-line with the risk controls. If this is ineffective, the staff member may request that the individual refrain from proceeding with the task. This procedure may not be effective in some cases, so a common sense approach is recommended.

Breaches of this Policy must be reported to the Onyx Gymnastics Director within 24 hours of any occurrence. Breaches must be kept confidential and disclosure to any party beyond the Onyx Gymnastics Director is not permitted.



Complaint Management Procedure

Onyx Gymnastics will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

Onyx Gymnastics will provide individuals with formal and informal complaints processes to resolve a complaint, along with access to an external complaint handling body, based on the nature of the complaint.

Onyx Gymnastics will maintain confidentiality where possible and seek to ensure that no one is victimised for making, supporting or providing information about a complaint.

Notification of a complaint should be given as soon as possible after the issue that led to the complaint has occurred. Formal complaints should be submitted after informal attempts to seek resolution have proved unsuccessful. Complaints that are submitted three months after the issue that led to the complaint occurred will not be considered under this Procedure unless there are exceptional circumstances.

Informal

Many complaints can be resolved through an informal process of mediation and/or conciliation. Onyx Gymnastics encourages all members who have a complaint to utilise the informal process where possible to resolve issues.

A Complainant may initially seek to resolve an issue promptly by approaching the Director. The Director shall assess the details and assist the Complainant in seeking a solution.

The Complainant can talk with the Onyx Member Protection Information Officer (MPIO) if the problem continues after they have tried to resolve the complaint with the Director or if they want to talk confidentially about the problem with someone and obtain information about what they can do.

The MPIO will:

- Take confidential notes about the complaint;
- Try to find out the facts of the problem;
- Ask what outcome the Complainant wants;
- Provide possible options for the Complainant to resolve the problem;
- Act as a support person if the Complainant wishes;
- Refer the Complainant to an appropriate person (e.g. Mediator) to help resolve the problem, if necessary;



- Inform the relevant Government authorities and/or police if required by Law to do so; and
- Maintain confidentiality.

Formal

If a complaint is not resolved or informal approaches are not appropriate, a Complainant may make a formal complaint to the Director in writing. The complaint shall outline all facts and circumstances concerning the decision, act or omission that is the subject of the complaint.

On receiving a formal complaint the Director will acknowledge receipt of the complaint. Based on the material the Complainant has provided, the Director will decide whether:

- The nature and seriousness of the complaint warrants a formal resolution Procedure. In order to review this the Director may speak to the Respondent(s);
- They are the most appropriate person to receive and conduct an internal investigation;
- To appoint an external investigator to investigate the complaint;
- To refer the complaint to mediation;
- To refer the matter to the police or other appropriate authority; and/or
- To implement any interim arrangements until the complaint process is completed.

From here, Onyx Gymnastics follows the Gymnastics Australia Complaints Handling Procedure: https://www.gymnastics.org.au/images/national/About_Us/By_laws_Policies_Tech_Regs/MPP_Complaints_Handling_Process_0219.pdf

Reconsideration of an initial outcome/investigation

If, under the formal complaint process, mediation is unsuccessful, the Complainant may request that the Director reconsider the complaint. The Complainant or the Respondent(s) may be entitled to appeal but the Director determines the final decision.

Documenting the resolution

Onyx Gymnastics will document the complaint, the process followed and the outcome. This document will be stored in a confidential and secure place.



Fee Policy

The club must implement fees and charges for its services and facilities.

During the annual budgeting period the Director will undertake a review of all fees charged. The Director will consider factors such as the viability of classes offered, the range of activities available to the public, insurances and affiliation, employment and wages, operational costs and maintenance and upgrades to current facilities.

Payment of fees is via the online booking portal. Payment is due on enrolment. Members are not confirmed to have a space in the class until enrolment and payment is complete. No member will be allowed to participate in training or competition whilst fees are outstanding. Termly fees are pro-rata after the second week of class. Holiday club enrolment is additional to termly fees.

All members must pay the annual Onyx Gymnastics Membership Fee, which includes the Gymnastics Australia Affiliation and Insurance Fee. This is pro rata per term.

Refunds

- If an illness or injury extends more than 2 weeks, credit to the members account may be applied for in writing to the Director. A medical certificate must accompany any such claim.
- Non-attendance for reasons other than the above does not qualify for a refund or credit to the members account unless covered by our COVID-19 Policy.
- If the club cancels a class, a make-up class will be offered. If the member cannot attend the make-up class, a pro-rata adjusted credit of term fees will be made to the members account.
- No refunds or credit will be given for merchandise or clothing purchased from Onyx Gymnastics.
- Holiday club cancellation is credited 100% to the members account if the cancellation is received in writing 5 days or more from the planned attendance date.
- Holiday club cancellation is credited 70% to the members account or the member may reschedule for other days during that holiday period (if space is available), if the cancellation is received in writing between 5 days and 24 hours before the planned attendance date.
- Members may reschedule for other days during that holiday period (if space is available) if holiday club cancellation is received in writing within 24 hours of planned attendance date.

