



# **CLIENT HANDBOOK RECREATION**





**Creating  
healthier, happier,  
connected  
communities**

**BREATHE**



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# WELCOME TO YMCA NSW

We're delighted to have you as part of our community and we look forward to working together to help you and your family live happier, healthier and more connected lives.

At YMCA NSW, we know that people thrive when they challenge themselves, engage in stimulating and enjoyable activities and connect with others. For more than 160 years, YMCA NSW has influenced the wellbeing and happiness of millions of children, young people and adults.

You can find us at over 100 locations across NSW and the ACT including camps, before and after school care, community recreation and sporting facilities, swimming pools and youth services. We deliver inclusive programs that meet community needs, and raise funds to help make our activities accessible for everyone. We work with government, corporate and community partners who are also committed to improving the health and happiness of all people.



## Humble beginnings

The YMCA was founded in 1884 by British fabric merchant George Williams, who gathered together a few of his friends so that they could exercise as a group. Little did George know that the idea would catch on and now the YMCA exists in 119 countries around the world, with more than 58 million members!

## For a fact

The YMCA helped invent:

### Basketball

In 1891 Dr James Naismith, a teacher at the YMCA Training College in Massachusetts, USA, came up with the idea for the game. He introduced it to his class, who had become bored of marching and calisthenics.

## International Red Cross

After setting up the World Alliance of YMCAs in 1855, Henry Dunant went on to inaugurate the International Red Cross in 1863.

## Father's Day

In 1910 Sonora Dodd founded Father's Day at the YMCA in Washington, USA.

## OUR VALUES

**HONESTY** Integrity, trustworthiness and fairness

**RESPECT** Acceptance, empathy, self-respect and tolerance

**CARING** Compassion, forgiveness, generosity and kindness

**RESPONSIBILITY** Commitment, courage and service

**SAFETY** Security, protection, respect and the freedom to speak out



## OUR STAFF

**All YMCA NSW staff members are qualified and experienced professionals, who are passionate about providing the best possible service to our clients.**

Whether it be helping you to achieve your fitness goals, caring for your children, or providing you with opportunities to connect to your community, YMCA NSW staff will do their best to ensure that your experience of the Y is a positive one.

At YMCA NSW, we provide regular training and support for our staff, so that they are up to date with the latest trends in their chosen field. New staff members also undergo accredited child protection training and hold current Working with Children police clearance.

Working at the Y is more than a job for our people, it's a belief that we can have a positive impact on our clients' lives.



# WHAT WE DO

**YMCA NSW provides a variety of services to all members of the community, from our popular swimming pools and fitness facilities, to before and after school care and programs for people with disabilities.**



## RECREATION

**The YMCA is the largest aquatic, leisure and recreation facilities manager in Australia. In NSW and the ACT we operate more than 30 centres across metropolitan and regional locations.**

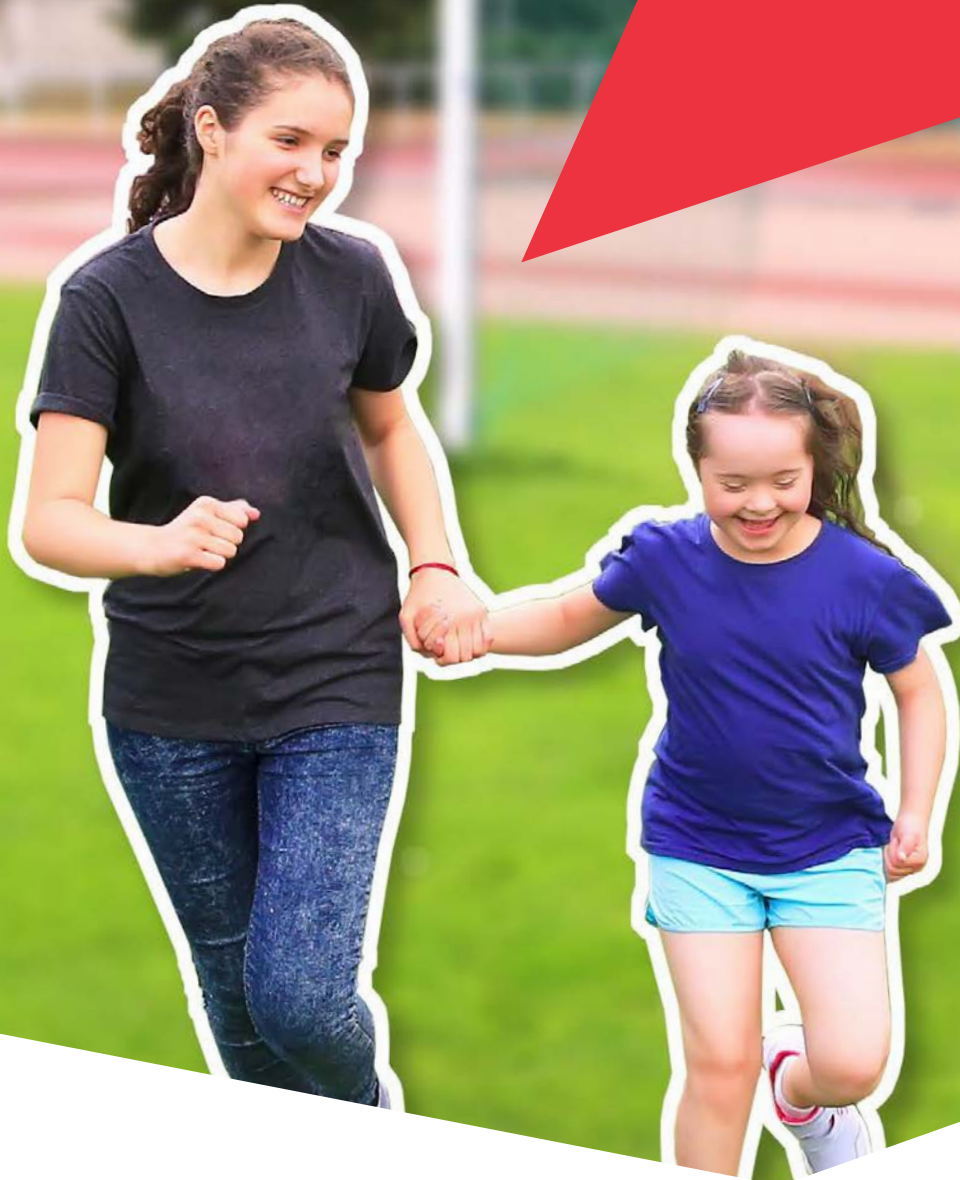
YMCA NSW's recreation centres are welcoming spaces where visitors of all ages and fitness levels can enjoy the benefits of physical activity undertaken in a friendly community environment. At YMCA NSW, we believe that being active makes people happy and enhances their general sense of wellness.

Run by our expert staff and featuring modern equipment, our recreation and aquatic centres offer a range of experiences. We teach children and young people how to swim and be safe in

the water; we coach gymnastics and prepare young gymnasts for competitions; we provide a range of exciting activities including Parkour, Trampolining, Dance, Indoor Rock Climbing and Dodgeball; we run Physical Education classes for schools, support sports competitions and we host community events such as 'Sunday Brekky on the Deck' and Bingo.

At YMCA NSW recreation centres, visitors can also access YMCA NSW Community Services, including our popular Ability Programs for people with disabilities; Brightside, which offers personal training to people experiencing mental health issues; and Fee Assistance for people in difficult circumstances.





## COMMUNITY SERVICES

**At YMCA NSW, we believe that everyone should have the chance to be connected to their community and to live a healthy, happy life. Our Community Services put this belief into action by delivering, managing and supporting a diverse array of programs for people from all areas of the community.**



Primarily delivered through our Recreation and Children's Services centres, YMCA NSW's Community Services programs create opportunities for people who may often be excluded because of disability, family or social circumstances. Our programs include the popular Ability programs, which give people with disabilities the chance to engage in physical activities, such as swimming and gymnastics; Brightside, through which people experiencing mental illness can access personal training; and Fee Assistance, for people in compromised financial situations.

## CHILDREN'S SERVICES

**YMCA NSW provides before school, after school and vacation care programs for school-aged children.**

Our aim is to create a safe place for play in a leisure-based environment that supports children's learning and development. At our centres, children are free to communicate and form social relationships, which we know is fundamental to developing life skills. We strive to nurture a child's sense of agency and freedom of choice.

Our educators foster an engaging and supportive environment where children feel a sense of belonging. They seek input from children and their families to develop programs that correspond with children's interests and needs.

Our programs are based on the 'My Time, Our Place' national framework for school-aged care.





## CAMPING

**YMCA NSW's outdoor learning facilities create great memories by offering a range of fun, challenging and educational experiences for children, families, schools, and community groups.**

Currently, we operate two unique camping venues at which campers can take part in a large selection of activities such as archery, kayaking, campfires, high ropes, giant swing, flying fox, art and craft and a host of nighttime entertainment options.

Camp Yarramundi, located in the beautiful Hawkesbury valley, was established by the YMCA in 1937. Set amid 40 acres of bushland, Camp Yarramundi is the perfect setting for outdoor activities and getting away from it all.

Housed in a former Armory, Sydney Olympic Park Lodge is an oasis in the heart of the Olympic Park precinct, where campers can enjoy an authentic camp experience without ever leaving the city.

Featuring traditional facilities and run by experienced and educated YMCA NSW staff, both of our camps provide opportunities for campers to grow in mind, body and spirit, in a fun, safe and professional environment.

YMCA NSW's camps are also the sites for benevolent programs such as Siblings Reconnect, which gives young siblings, who are in out-of-home care through external factors, a chance to reconnect and spend time together.





# THE YMCA: A SAFE SPACE FOR EVERYONE

At YMCA NSW, we are committed to providing a safe, peaceful and happy environment for everyone to enjoy. We believe that the safety and wellbeing of children, young people and vulnerable adults is of the highest priority and this is reflected in our policies and practices.







## SUN SAFETY

YMCA NSW is a sun-safe organisation and will ensure that all clients and staff are adequately protected from the sun when in our care.



## SICKNESS

YMCA NSW asks that our clients refrain from using our facilities if they are experiencing symptoms of an infectious illness, so as to avoid infecting others.



## SMOKING

Smoking is not permitted at any YMCA NSW service or its surrounding buildings, grounds or facilities.

## BABYSITTING, CHILDMINDING AND PRIVATE COACHING SERVICES

**YMCA NSW does NOT support our staff to contract directly with individuals or families outside the workplace.**



YMCA NSW staff members are not allowed to involve themselves with families they have met only through the YMCA when they are outside of the work environment. This means they must not babysit; communicate on social media, such as Facebook, Twitter and Instagram; accept or extend invitations for dinner; or attend children's activities, such as soccer games and parties.

We request that you also do not ask our staff to work for you outside the normal hours, ask them to pick up/drop off children, or meet them outside of work hours, as this is in breach of our policies. Your cooperation in this matter is appreciated.



## SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

At YMCA NSW, we take the safety and wellbeing of children, young people and vulnerable adults seriously. The right to enjoy a safe environment free from threats, abuse or mistreatment is first and foremost in our service commitment to our clients and communities.

### YMCA NSW STATEMENT OF COMMITMENT TO SAFEGUARDING

**YMCA NSW, including its Board of Directors, commits to creating and maintaining an environment that ensures all people involved in YMCA NSW activities, programs or services act in the best interests of children, young people and vulnerable adults, and take all reasonable steps to ensure their safety, welfare and wellbeing.**

There is a requirement for all YMCA NSW employees, volunteers (including its Board of Directors), student placements, consultants and contractors, affiliated associations, clients, parents, guardians, families and others associated with YMCA NSW understand the important responsibility they have to:

**Protect children and young people** from all forms of abuse, bullying and exploitation by our people.

**Be alert to incidents of abuse and neglect** occurring outside the scope of our operations and services that may have an impact on the children and young people to whom we provide a service.

**Create and maintain a safe culture** that is understood, endorsed and put into action by all the individuals who work for, volunteer on, or access our programs and services.







## IF YOU SEE SOMETHING, SAY SOMETHING



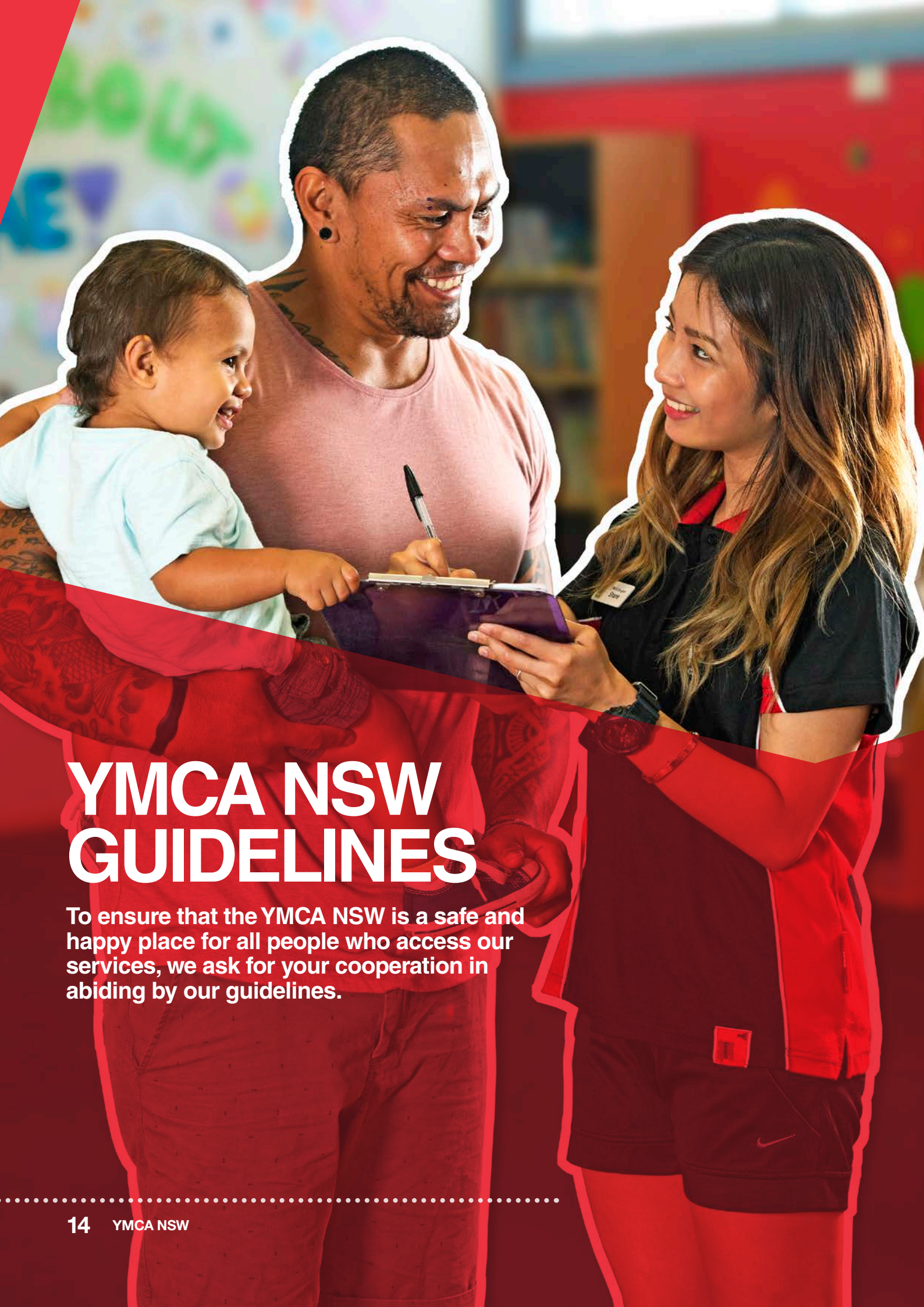
Keeping people safe is everyone's business and we encourage all our clients and staff to speak up and report inappropriate behaviour. If there are concerns about the safety of a child, young person or vulnerable adult at a YMCA NSW site, please report that concern to the YMCA NSW Manager on duty, call 02 9687 6233 or email [safeguarding@ymcansw.org.au](mailto:safeguarding@ymcansw.org.au).

If there is a risk of significant harm to a child or young person, you can make a report to the NSW Child Protection Helpline (NSW) or Child and Youth Protection Services (ACT).

In NSW call 13 21 11

In ACT call 1300 556 728





# YMCA NSW GUIDELINES

To ensure that the YMCA NSW is a safe and happy place for all people who access our services, we ask for your cooperation in abiding by our guidelines.





## YMCA NSW STANDARDS OF CONDUCT FOR CLIENTS

### We expect our clients will:

**Respect the YMCA NSW culture** that promotes and monitors the safeguarding of children, young people and vulnerable adults, where we are all expected to speak up and ask questions about the safety of others.

**Not act in any way that condones or fails to respond to inappropriate behaviour** with children, young people and vulnerable adults by YMCA NSW staff, clients or members of the public. Any concerns are to be reported immediately to YMCA NSW staff.

**Not approach YMCA NSW staff to provide any other support or service** outside the boundaries of our programs, such as babysitting, coaching services, or lifts to and from the YMCA centre or events.

**Respect the rights, dignity and worth of every person** and must not make any derogatory, culturally insensitive, violent, sexually suggestive comments or use inappropriate language whilst on YMCA NSW-operated premises.

**Talk to children, young people and vulnerable adults** and ensure that they are aware of their right to be protected and free from harm. Clients should make sure that children, young people and vulnerable adults know that if they feel they are being bullied or are concerned about the way they are being treated, they can talk to their parent/guardian or a YMCA NSW staff member.

**Ensure that all children under 12 years of age are supervised at all times** by a parent or responsible guardian of 18 years of age or older (unless in a supervised activity).



**Not use, possess, or be under the influence of illegal drugs and/or alcohol** or supply alcohol or drugs, including tobacco, to children, young people and clients on YMCA NSW premises.

**Understand that verbal, emotional, psychological or physical abuse and physical punishment are unacceptable** forms of behaviour at any YMCA NSW facility or event.

**Not engage in any sexual behaviour** on YMCA NSW-operated premises. Any sexual behaviour is prohibited.

**Speak with YMCA NSW management if you have any complaints, concerns or feedback** in relation to these Standards of Conduct or in relation to their time with the YMCA NSW and/or treatment by YMCA staff.

## PRACTICE AND BEHAVIOUR GUIDELINES FOR CHILDREN AND YOUNG PEOPLE

Please read these with your children and/or young people and ensure that they understand their rights and what is expected of them at the YMCA NSW.



### As children and young people you have the right to:

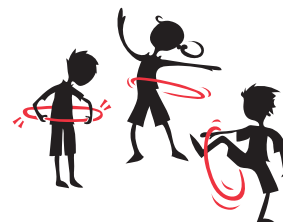
**Enjoy your time** at the Y.

**Feel comfortable** and supported.

**Contact your parent/guardian at any time if you feel upset, unsafe or uncomfortable.**

**Feel welcome** and part of the group.

**Be respected** and listened to.



**Be and feel safe.**

**Not be bullied.**

### We expect that you:

**Participate fairly** and allow the same for others.

**Ask staff** if you need to leave the group/main area and always go in pairs.

**Keep your hands to yourself.**

**Treat others with honesty, caring, respect and kindness.**

**Tell staff** if you feel unsafe or uncomfortable in any situation so we can help you.

**Will not bully** anyone.

**Listen** to others.

**Say no** to an adult if they ask you to do something that makes you feel unsafe or uncomfortable.

**Ensure that you use online programs (social media) responsibly** including not posting images of others without permission and not bullying anyone online.

**Follow the rules** at the Y.

**If you are unhappy** with the way you are being treated, please tell someone from the Y or a parent/guardian.

## YMCA NSW staff will:

**Provide** you with a safe space with safe equipment.

**Create** a space where you feel comfortable and familiar.

**Supervise** you while you are at the YMCA NSW.

**Treat** you with honesty, caring, respect, responsibility and safety.

**Listen** to you, support you and try to resolve any concerns you may have.

**Provide** you with rules so you know what you can and can't do at the YMCA NSW.

**Do whatever we can** to make sure you are protected from harm.

**Respond and report** incidents of abuse or neglect

**Wear a YMCA NSW uniform** or a YMCA NSW name badge when working.



## WE WILL NOT:

**Take pictures** of you without permission.



**Transport** you in our own car without parent/guardian permission.



**Be alone** with you in a private space, where we cannot be observed by others.



**Call or text** you from our own phone or make contact with you on social media.



These Practice and Behaviour Guidelines for children and young people were developed in consultation with children and young people of the Y.





# YMCA NSW RECREATION

YMCA NSW manages recreation facilities across NSW and ACT, each offering a range of equipment, services and programs.

From gymnastics to dodgeball, Futsal to group fitness, aquatics to strength training, our recreation services offer many ways to get healthy, happy and connected.

# AQUATICS

**YMCA NSW is a leading provider of aquatic facilities and programs with a focus on swimming lessons for people of all ages and abilities.**



## FOR CHILDREN

**YMCA NSW swimming lessons are provided by nationally accredited swimming instructors. Lessons work towards all four competitive strokes – freestyle, backstroke, breaststroke and butterfly – as well as personal survival skills that will keep your child safe in the water.**

Our program makes it easy for you to follow how your child is going with regular feedback on their progress, coupled with a recognition certificate after your child completes each level.

Each level of the YMCA NSW swimming lessons program is designed to incorporate appropriate safety skills while improving stroke technique and encouraging competitive skills.

Our lessons cater for babies from as young as six months.



## FOR ADULTS

**YMCA NSW offers comprehensive swimming lessons for adults of various skill levels.**

From our Beginners and Intermediate adult classes to our Advanced Stroke Correction, our experienced teachers cater to our students' individual needs and goals.

YMCA NSW's adult swimming lessons are taught in a comprehensive and supportive learning environment where skills are taught in a simple step-by-step manner.



## YMCA NSW SWIMMING LESSONS FOR CHILDREN

### Infants (6 months - 3 years)

#### Starfish



#### Periwinkle



#### Minnow



YMCA NSW's Infant swimming classes introduce your child to the water in a safe environment and are available for children aged from six months.

Our infant classes are grouped into three age- and development-based groups and are ideal for any parent who wants their baby or toddler to learn to swim early and gain water safety skills for life. It also provides education for parents/carers about aquatic environments, swimming and water safety.

### Preschools (3-5 years)

#### Tadpoles

Participants in our beginner preschool level will learn water safety and familiarisation, buoyancy and floatation, body position and rotation, underwater skills, stroke development including extended arm paddle, back sculling, and aided kick on front and back.



#### Goldfish

Our second preschool class helps participants learn buoyancy and floatation, body position and rotation, underwater skills, entries and exits, water safety, stroke development including torpedoes, independent kick on back, and 'big arms' introducing freestyle and backstroke arms.



#### Flying Fish

Our advanced preschool class helps participants learn buoyancy and floatation, underwater skills, entries and exits, water safety, stroke development including kicking on front with aid and side breathing, backstroke with correct arm and hand position, freestyle whilst attempting side breathing, survival backstroke, and breaststroke kick with aid.







## NAPPIES

Children aged three years and under are required to wear a swimming nappy and swimwear that fits firmly around the waist and legs. Standard nappies are not permitted in the pool. Parents and children will be asked to vacate the pool if they do not adhere to this policy.

While we understand that accidents do happen, tight-fitting swimwear reduces the possibility of water contamination and pool closure. Please consider bringing a spare pair of bathers in case an accident does occur.

We also encourage parents to take their children to the bathroom prior to entering the pool for their swimming lessons or leisure play.

## FLOATATION DEVICES

Swimwear with built-in floatation is not recommended. All floatation equipment that will be required for your child's learning is provided by the teacher.



## HEALTHY AND HAPPY

Movement in water is hard work! We suggest you have a healthy snack and drink ready for your child after their lesson. A 30-minute lesson requires plenty of energy, so it is recommended that your child doesn't swim before a lesson. Your child will get the most out of their lesson if they are fresh and ready when arriving at the centre.

A high percentage of body heat is lost through the head. Hats, caps, beanies and coats are great for keeping children warm and comfortable after class, especially during the winter months.

## AT HOME

We suggest you use bath and shower time at home to continue your child's learning. Young children often dislike water in their ears or around their eyes. In a supervised environment, encourage your child to lie in a shallow bath of water or allow water to fall over their head in the shower. These techniques can help to overcome any feelings of discomfort.

## YOUR ROLE

Parental participation in the infant aquatics program is mandatory. The more time you spend actively involved in class, the more your child will benefit.

The process of 'weaning' parents away begins as your child's confidence and skills increase. Eventually children reach a point where they are very comfortable and capable of participating fully in class without the support of a parent. This will vary between children.

## YMCA NSW SWIMMING LESSONS FOR CHILDREN

### School Age (5+ years)

#### Octopus

A beginner school-aged level where participants will learn water safety and familiarisation, buoyancy and floatation, body position and rotation, underwater skills, stroke development including extended arm paddle, back sculling, aided kick on front and back, and torpedos 3 metres.



#### Sardine

Participants will learn underwater skills, entries and exits, water safety, stroke development including torpedoes, independent kick on back, 'big arms' introducing freestyle arms and side breathing, and backstroke arms 10 metres.



#### Salmon

Participants will learn underwater skills, entries and exits, water safety, stroke development including freestyle with correct action and body position 12 metres, backstroke with correct action and body position 12 metres, survival backstroke kick with aid 5 metres, and breaststroke kick with aid 5 metres.



#### Tuna

Participants will learn underwater skills, water safety, stroke development including correct freestyle action 25 metres, correct backstroke action 25 metres, survival backstroke unaided 12 metres, and correct breaststroke kick with breathing for 12 metres.



#### Dolphin

Participants will learn underwater skills, entries and exits, water safety, stroke development including freestyle 50 metres, backstroke 50 metres, survival backstroke 25 metres, breaststroke 25 metres with correct arms, breathing and timing, and dolphin kick 12 metres.



#### Shark

Participants will learn underwater skills, entries and exits, water safety, stroke development including freestyle 100 metres, backstroke 100 metres, survival backstroke 50 metres, breaststroke 50 metres, sidestroke 50 metres, and butterfly 15 metres.







## SAFETY PROCEDURES

To ensure a safe environment at all times, please do not allow your child to enter the water before the teacher is ready for them. Please be nearby when the lesson has finished so that you can greet and collect your child as they exit the water.

All children under the age of 12 are required to be supervised by an adult at all times; parents and guardians must stay by the lesson. Please make yourself visible to the teacher so they can call on you for any assistance, or to accompany your child to the bathroom if needed.

Floatation aids and toys are used throughout lessons. Using these aids provides children with opportunities to experience different body positions and movement in the water. However, dependence on floatation aids can give children a false sense of ability. Activities will be performed with and without floatation aids to ensure a balance is maintained and floatation devices will be used less as your child progresses.

## OUR TEACHERS

Our teachers hold nationally accredited AUSTSWIM Teacher of Swimming & Water Safety Certificates, along with current CPR, Working with Children Checks (NSW), Working with Vulnerable People (ACT) and National Police Checks. All teachers that teach infant aquatics hold additional specialised qualifications.

Our teachers regularly undergo training and professional development workshops to ensure teaching is at the highest level and consistent through the program.

## CELEBRATING ACHIEVEMENTS

You will be given regular feedback on your child's progression. When ready to be moved up a level, your child will receive a certificate to show their family and friends. We will then find a time and day that suits you in the next level.

## WHEN ARE LESSONS HELD?

Swimming lessons are held at your regular time and day every week, for 48 weeks of the year. Over Christmas and New Year's, there is a four-week break.



# SWIMMING LESSONS

## FAQ

### ACCESS CARDS

#### **Will my child receive an access card?**

Each student is issued with an access card, which must be brought to every lesson to gain entry to the pool.

### ASSESSMENTS

#### **When will assessments occur? How will I know that my child is ready to move up?**

All swimmers in our program are continually assessed for improvement and readiness for upgrading to the next level. Our instructors are continually monitoring progress throughout the term. Once they feel that a swimmer is ready, they will notify the supervisor for a formal assessment. The supervisor's decision is final and he/she will discuss the outcome with the swimmer/parent.

### CANCELLATION

#### **How do I cancel my membership?**

Our Direct Debit membership is a perpetual membership. Cancellation of classes requires 14 days' written notification. An amendment form must be completed and returned to the centre.

### HOLIDAYS

#### **Do lessons occur on Public Holidays? Will I be charged for this?**

There are no classes held on Public Holidays. You will not be charged for these days.

Please check with your local centre as policy may vary.

#### **Do you offer holiday intensive programs?**

Please check with your local centre.

### ILLNESS OR INJURY

#### **What happens if my child has injured themselves and cannot swim for an extended period of time?**

If a child has a serious injury or illness, please provide a medical certificate and we will cancel your membership. You can re-enrol into classes when he/she is ready to return to lessons (subject to availability). We are unable to suspend your classes for a period that is longer than what is stated on the medical certificate.

### MAKE-UP CLASSES

#### **Are there make-up lessons/credits for missed classes?**

No. There are no make-up lessons or credits issued.

## PAYMENT

### How do I pay for swimming fees?

Debits are withdrawn every second Friday from your nominated account. 'YMCA of Sydney' will appear on your account when debited.

If a debit has failed, you will be notified via text and/or email on the debit date. An AUD \$5.00 fee is charged for any rejected debit.

If an account is not paid after two consecutive failed debits, your bookings will be cancelled and you will need to re-enroll for further lessons. Please note, if your swimming lessons are cancelled, your place in classes will not be held and may be given to another student.

## SUSPENSION OF MEMBERSHIP

### Can I suspend my Learn-to-Swim membership? How long can I suspend for? Will I lose my place if I suspend my membership?

Yes, an amendment form must be completed in-centre and a minimum of 14 days' written notice given.

All Direct Debit Learn-to-Swim memberships will receive an automatic four-week payment suspension for the Christmas holiday period as well as an additional four-week suspension at any time of the year. Suspensions can only be taken two weeks at a time up to the maximum of four weeks. Your place will be held while the membership is on suspension.

If you have a Family Learn-to-Swim Membership and are going away during the Christmas period, you will need to arrange a group suspension separately.



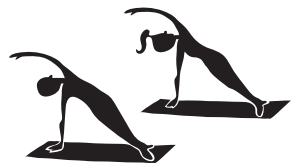




# FITNESS

At YMCA NSW, fitness is more than just a visit to the gym or to the pool, it's about achieving your goals with the full support of our friendly and qualified staff.

Our fitness programs are designed to suit the different needs of our clients, from young people to seniors and all those in-between.



## YMCA TEEN GYM

**If you're aged between 11 and 15 and you want to feel good inside and out, head down to Teen Gym at the Y. This after-school program is a fun and friendly fitness option just for teenagers, with qualified fitness trainers to show you how to develop positive exercise and healthy eating habits for life.**

Teen Gym incorporates both structured, goal-orientated sessions and elements of supervised 'free access' to the gym facilities for participants to work at their own pace in an encouraging and supportive environment.

As well as building physical strength and fitness, Teen Gym boosts confidence, self-esteem and creates opportunities for lifelong friendship.





# TEEN GYM FAQ

## EXERCISES AND EQUIPMENT

### **Are there types of exercise that my child should or should not be doing?**

It is important to note that equipment in a gym or fitness facility that has been designed for use by adults may not be biomechanically suitable for children and young people.

Trainers will ensure that equipment or exercise prescribed accommodates the child's ability, developmental stage and size, allowing for safe progression. For similar reasons, it may be requested that some pieces of equipment are not used by the participant.

## FACILITIES

### **Can my child use other facilities within the centre?**

Teen Gym membership includes general pool access (recreational swimming) where available at the site. General pool supervision requirements and lane availability applies. Other appointment- or class-based facilities (swimming lessons, gymnastics, court hire) are not included with the Teen Gym membership.

## FEES

### **How much does it cost?**

Please contact your local centre for Teen Gym membership costs and terms and conditions of membership.

## GROUP FITNESS

### **Can my child participate in group fitness?**

Our group fitness timetable has a variety of classes suitable for Teen Gym participants to attend. Some may be unsuitable due to the equipment used or exercise prescribed being unmatched to your teen's development level. Your trainer will guide these recommendations as your child progresses. A class instructor reserves the right to disallow entry based on these reasons.

## INSTRUCTION

### **Will my child be shown what to do?**

Once the 'join' process is complete, Teen Gym members are booked into an initial consult (with their parent or guardian present) with a qualified trainer to discuss their needs, wants and goals towards a healthy lifestyle.

From this conversation, exercise guidelines and recommendations will be provided with the next attendance time confirmed. The participant can then be guided through their first session with details ensuring correct and safe use of any equipment, exercises or movements.

Each guided session will include elements of exercise instruction and correction. Participants are encouraged to ask for further assistance or instruction at any time during their membership.



## MEMBERSHIP

### What does the Teen Gym membership include?

This fitness membership includes options for structured sessions and supervised gym floor access during certain times (please check with your centre for times). Members are guided through a variety of training styles, safe use of equipment, goal setting, programming and team building activities led by a qualified instructor or trainer including:

- strength/resistance training utilising major muscle groups
- aerobic conditioning (fitness)
- coordination development
- sports specific movement including speed and agility
- flexibility
- safe use of suitable resistance and cardio training equipment.



## SCREENING AND CONSULTATION PROCESS

### What is Pre-Exercise Screening for?

The 'join' process will include a pre-exercise screening form that must be completed and signed by a parent /guardian for informed, written consent to participate. This will assist in identifying any health considerations associated with exercise and assist with the recommended exercise options.

The screening and consultation process will also assist in identifying the expectations of the participant and their parent/guardian, motivational factors and exercise goals.

## SUPERVISION

### Do Parents/guardians need to be present for sessions?

As a Teen Gym member, your child will gain access to the gym floor and structured sessions at designated times (please check with your centre for relevant times) where parent or guardian supervision is not required. Outside of these times, Teen Gym members may attend the gym or appropriate fitness classes with a parent or guardian present to supervise those aged 15 and under.





# GYMNASTICS

YMCA NSW gymnastics caters for toddlers right through to Australian National Levels representatives.

Our emphasis is on providing an environment that is safe, fun and challenging, regardless of your child's ability level, age or interests.

Our gymnastics programs encourage children to develop confidence, coordination, creativity and discipline – all at their own pace!



## YMCA NSW CODES OF BEHAVIOUR FOR GYMNASTICS

### Responsibility of the gymnast

**Always arrive on time** for your lesson.

**Hair is to be tied back at all times** – no butterfly clips or headbands.

**Follow all instructions** given by your coach (they are given to help keep you safe).

**Do not enter the gym until your class starts.**

**No food, gum or drink** is to be taken into the gym.

**No running** in the gym.

**No jewellery or watches** are to be worn in the gym.

**All injuries must be reported** to your coach.

**Leave the gym** as soon as your class has finished.

**Loose clothing, shoes, bags and drinks** are to be left in the storage area provided.

**Keep the noise down** when waiting for your class.

**Parents and children** not involved in the class must stay in the viewing area.

### Responsibility of the parent

**Remember that children participate in sport for their enjoyment.**

**Never ridicule a child** for making a mistake.

**Focus on your child's individual efforts**, not on whether they win or not.

**Parents are responsible** for the safety of children not involved in classes.

**Always encourage your child to respect their coach** and other members of staff.

**Ensure you know the rules of the gym** and teach them to your child.

**Encourage children** to participate in sport, do not force them.

**Respect the decisions made by coaches and judges** and use appropriate methods of expressing concern.

**When your child returns to training after injury or illness** you will be required to supply a medical certificate clearing them to return to training.

**Remember that children learn best by example.** Appreciate good performances and treat others with respect.

**Show appreciation for all coaches, judges and administrators** – without them your child could not participate.



# GYMASTICS FAQ



## COLOURS, STAGES AND ADVANCED GYMASTICS

**What is the difference between Colours, Stages and Advanced Stages?**

### Colours Gymnastics

This is the YMCA NSW beginners program in which students are taught to a programmed assessment system where the focus is still on fun and fitness.

We follow a progressive syllabus, which is Orange, Blue and Red for the boys; Pink, Blue and Red for the girls. At the completion of a Colour, each gymnast receives a certificate and progresses to the next Colour.

### Stages Gymnastics

This class is for children who have completed the Colours program, or have been assessed before attending classes. Students are now tested to a 1-4 Stages system, and whilst the emphasis is still on enjoyment, this prepares the gymnast for more difficult skills and the option to enter into Levels Gymnastics upon selection.

### Advanced Stages

This two-hour class is a continuation of our Stages program, it is suitable for students who have successfully completed Stages 1-4 and have developed the foundations of gymnastics that will enable students to learn more complex skills; it is also a great alternative pathway to competitive gymnastics.

## FEEDBACK

**Who do I speak to if I have feedback about YMCA NSW gymnastics?**

All feedback should be addressed by filling out a feedback form located at reception. The Manager/Coordinator related to the feedback will respond to you as soon as possible.

Please ensure you provide correct contact details on the form so we can attend to your feedback in a timely manner.

## FEES AND PAYMENT

**Is there an annual fee for gymnastics?**

All participants in a YMCA NSW gymnastics program are required to pay a registration and insurance fee when they enrol. This fee is charged annually and ensures your child is affiliated with Gymnastics NSW, regardless of the time of year your child may have commenced our program.

**How do I pay my account?**

Our preferred method for payment of fees is through a direct debit system. Payments are made fortnightly and Direct Debit Calendars are available at reception.

## FOOD AND DRINK

**What food/drink can I bring into the gym?**

With the exception of water, no food or drink is allowed in the gym at any time.

Food and drink can be enjoyed in the reception area outside.



## ILLNESS OR INJURY

### What if my child is sick or injured?

For any new injuries that may involve restriction of activities, please provide the coach with a written statement from a healthcare professional with reference to what activities should and should not be undertaken and for what period.

YMCA NSW can suspend payment for the period recommended by a medical practitioner. A medical certificate must be presented to receive a suspension or credit for lessons.

## MAKE-UP CLASSES

### Are make-up classes available?

Make-up classes are only available if you provide the appropriate documentation, such as a medical certificate. We understand that injury or school events can prevent your child from attending class. If your child has missed a lesson for one of these reasons we will be more than happy to book them into another class as long as the make-up is PRIOR to their class commencing.

#### Important to note:

- Make-up classes are only based on availability. YMCA NSW cannot guarantee that there will be available space in classes.
- Make-up classes must be completed within two weeks of the missed class except in the case of Public Holidays, where the limit is four weeks after the missed class.
- Make-up classes must be booked at the time of informing the centre of your child's inability to attend the scheduled class.

## OUR COACHES

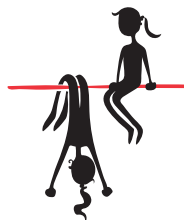
### What do I do if I have an issue with my child's coach?

All YMCA NSW coaches are accredited with Gymnastics Australia and attend workshops and courses regularly to continue their professional development as a gymnastics coach. If you have a concern about your child's coach, please contact your centre's Gymnastics Coordinator.

## PARTICIPANTS WITH A DISABILITY

### What should I do if my child has a disability, or any other condition?

We request that if your child has a learning difficulty, disability, medical condition or any other condition that requires notification, that you advise the coach of the program prior to the commencement of the class and ensure all details are completed on the enrolment form. This is so coaches can ensure that all participants are catered for and can have the best possible experience in the gym.





# GYMNASTICS FAQ

## PICK UP AND DROP OFF

### Where do I pick up/drop off my child?

Please ensure that you drop off and pick up your child from inside the centre. Our coaches instruct classes back to back and are unable to supervise your child once they leave the gymnastics arena.

### What do I do if I am running late to pick up my child?

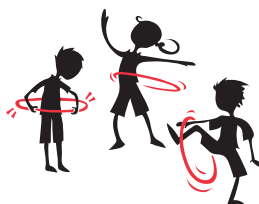
If you are running late, please call the centre. A YMCA NSW staff member will supervise your child until you arrive.

Please note: a fee of \$15 per 15 minutes incurs for any child that is waiting 15 minutes after the completion of their class.

## SUSPENSION OF MEMBERSHIP

### Can I suspend my membership?

All students enrolled are entitled to four weeks of free suspension time per calendar year. These weeks may be taken for any reason and you do not need to provide evidence of the reason behind the suspension. A membership suspension form must be filled out and returned to reception two weeks prior to the suspension date requested.



## TESTING AND ADVANCEMENT

### Why do gymnasts do testing?

We use testing as a means of assessing and tracking your child's gymnastic development. Each term, your child learns new and more difficult skills. Testing allows us to move your child through the Colours and Stages as they improve.

### What happens in testing?

Each child is individually assessed on their ability to perform a checklist of skills. Gymnasts will be taught these skills by their coaches during the term.

The coach gives each skill a score out of five based on the child's ability to perform that skill. The scores are compiled to determine the average score of all skills assessed.

Once it is determined that the gymnast can perform all prescribed skills competently and safely they are moved up a Colour or Stage.

### How long does testing take?

All gymnasts enrolled in the Colours and Stages program will go through a testing period during weeks eight and nine of each 12-week block. This is for coaching staff to test all skills and abilities needed for a gymnast to advance to the next Colour/Stage.

When being moved to a higher level in competitive gymnastics, coaches will consider the gymnast's skill level, success at the current level, possible success at the next level, mental attitude, and their desire and work ethics.



### **What happens if my child misses testing?**

Testing occurs over two weeks (weeks eight and nine). If the child cannot attend at that time they must arrange an alternative time with their coach.

If a child misses testing, they will not receive a certificate or move up.

### **What does it mean when my child receives 'attempted' on their certificate?**

'Attempted' means that they have not received the total score needed to move up to the next level. This is okay; it simply means that they have a few skills that need to be developed before they can safely attempt new skills. Parents are welcome to speak to coaches for specific feedback regarding their child.

### **My child missed testing week. How long until they can move up?**

If your child missed assessment week, they will be in the same class until the next testing period.

## **BATHROOM POLICY**

### **What should my child do if they need to go to the bathroom?**

It is YMCA NSW policy that all students go to the bathroom with a buddy. However, we do ask that you take your child to the bathroom before class to prevent class interruptions.

## **VIEWING CLASSES**

### **Can I watch my child's class?**

YMCA NSW does not restrict the viewing of any of our gymnastics classes. We do ask that parents and siblings remain quiet and respectful towards all groups while training is in session. If you wish to speak with the coach or any gymnasts please refrain from doing this until they are off the gymnastics floor and have finished training.





A photograph of two young girls with Down syndrome, one with a cast on her right arm, cheering and holding red pom-poms on a green mat. They are wearing black t-shirts with the YMCA Parrish City logo. The background is a blurred indoor sports facility.

# INCLUSIVE PROGRAMS

At YMCA NSW, we believe people of all abilities should have equal access to health and fitness activities.

Our programs motivate people with disabilities to participate and exercise their independence and choices in a supportive, social environment that builds self-esteem.

YMCA NSW is proud to be the only fitness and leisure organisation in NSW to provide a full suite of health, fitness, sport and recreation activities for people with disabilities.



## BRIGHTSIDE

**People affected by mental illness often experience weight gain, high blood pressure, high cholesterol and high blood glucose levels. A wealth of research points to the positive effects of exercise on mental wellbeing including stress reduction, increased energy levels and improved self-esteem and confidence.**

YMCA Brightside mental health and wellbeing program was established in response to this research and promotes exercise as a recovery mechanism for people with a mental illness. The program offers free and unlimited access to a YMCA NSW facility for 60 days, as well as a customised exercise program and one-on-one support.

Designed in collaboration with Suicide Prevention Australia and the Black Dog Institute, the YMCA NSW Brightside program has assisted over 500 people since it began in 2009.

## SWIMABILITY

Everyone should have access to potentially life-saving swimming lessons. Our SwimAbility program helps to develop aquatic fitness and water safety skills for people of all ages with physical and intellectual disabilities. This program also builds confidence and empowers participants to achieve their best. Our experienced instructors help you to learn and have fun in a safe environment.



## FITABILITY

FitAbility tailors fitness programs to individuals or groups with a physical or intellectual disability. It's all about giving adults options for functional fitness. We provide practical assistance, a positive atmosphere and the opportunity to connect through shared experiences, making physical activity a rewarding experience.

## SPORTSABILITY

Playing sport is a great way for everyone to get active. It's a positive challenge that can awaken your competitive spirit. In our SportsAbility program, we modify sports activities to make participation fun and easy for all. It unites people with shared interests and can assist on the pathway to participation into mainstream sports.

## CHEERABILITY

CheerAbility is the Y's team-based physical program for adults and young people with an intellectual disability. It's about being active, having fun and making friends. CheerAbility offers a wide range of activities such as gymnastic-type activity, cheer, dance and sports acrobatics. It fosters fitness, learning, self-esteem and team spirit.

## GYMABILITY

GymAbility is our recreational and competitive gymnastics program for people with intellectual and physical disabilities. You can try your hand at trampoline jumps, tumbling and more in a fun, safe and soft environment. Progress at your own pace, develop coordination, flexibility, motor skills and confidence, and experience the satisfaction of achieving and excelling. This program caters for beginner groups and people with higher support needs, through to participation at a competitive level.





# CRÈCHE

Some YMCA NSW centres offer short-term child supervision so that parents can use the facilities knowing that their children are being well cared for.

Please contact your local centre to enquire about the availability of crèche services.

# CRÈCHE FAQ

## BOOKINGS AND CANCELLATIONS

Bookings can be made one week ahead and need to be paid for on the day of the crèche session.

Parents/guardians need to mark their children off at reception, and must sign their children in and out in the crèche room.

Cancellations must be made on the day of booking prior to 8am; this allows enough time for staff to contact people on the wait list and to organise rosters. Any person who does not cancel by the stated time or does not turn up will be charged for the session.

Further bookings may not be made until any outstanding membership or booking fees are settled.

## DRINKS/FOOD/TOYS

Only fruit and water are allowed in the crèche.

Please notify us of any food allergies.

If you are putting a baby or toddler in crèche please bring their bottle/dummy.

If your child has a small toy they are attached to, please feel free to bring it with them.

Please label all containers clearly with your child's name.

To avoid competition, upset and damage, please discourage children from bringing valuable toys.

## SUN SAFETY

Please ensure all children have sunscreen, hats, and shoes otherwise they will be unable to go outside.

## POLICIES

Parents/guardians must complete an enrolment form on their first visit.

Staff may contact parents/guardians to take home any child who is not well enough to attend crèche.

Parents/guardians must pick up their children promptly at the end of the session.

Parents/guardians are to remain in the centre when their children are in the crèche.

Parents will be asked to attend to their child in crèche if medication is required to be administered.

Customer Service staff kindly ask that you present your member and crèche card upon entry to the centre. This will make it easier and quicker for us to get you into the crèche on time.





# THANKS!



**We appreciate the time taken to familiarise yourself with the information in this handbook. Your support of this will enable a more positive experience for yourself, your child and other program participants.**

**Should you require any further information or have questions regarding the participation of your child, please contact your specific YMCA NSW site.**

**We thank you once again and welcome you to YMCA NSW.**



## **PHOTOGRAPHY**

If you wish to take a photo of your child whilst they are on our premises you will need to complete a Photography Permission Form. Please ask our staff at reception to complete one of these forms. Please do not be offended if our staff approach you about this, we need to ensure safety for all.

During major events – such as recreational competitions – this rule is exempt, however we do ask that you are mindful of the policy and ensure that any photos taken, are of your child or young person only or you have parental permission to take images of other children and young people.







# GET IN TOUCH

YMCA NSW is a people organisation and we value our clients' points of view. If you have feedback or suggestions for us, there are a number of ways you can get in touch...

- Speak to our friendly staff on the phone or in person
- Use the suggestion box at your local YMCA NSW centre
- Complete a feedback form at your local YMCA NSW centre or at [www.ymcansw.org.au](http://www.ymcansw.org.au)

## CONTACT US

- YMCA NSW**  
Level 5, 20 Smith Street  
Parramatta NSW 2150
- 02 9687 6233
- 02 9687 6244
- [contactus.nsw@ymcansw.org.au](mailto:contactus.nsw@ymcansw.org.au)
- [ymcansw.org.au](http://ymcansw.org.au)
- [facebook.com/ymcansw](https://facebook.com/ymcansw)







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