

CLIENT HANDBOOK GYMNASTICS



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A smiling man with short dark hair and a light beard, wearing a red polo shirt with white stripes on the collar and a small YMCA logo on the left chest. He is standing in a gym with exercise equipment visible in the background. The image is partially covered by a dark diagonal overlay on the left side where the text is located.

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.

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.



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.



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.

DECLARATION OF A PRE-EXISTING RELATIONSHIP WITH A CHILD, YOUNG PERSON OR VULNERABLE ADULT

YMCA NSW staff are required to declare any pre-existing relationships with children, young people and vulnerable adults.

If you have a pre-existing relationship with a YMCA NSW staff member, you may be contacted to confirm the nature of the relationship.

This will help us to work with our staff to maintain positive, professional relationships that are in line with our Safeguarding Policies.

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.

A photograph of two women and a baby. On the left, a woman with long brown hair in a ponytail, wearing a black polo shirt with red and white trim, is looking towards the right. On the right, a woman with blonde hair in a ponytail, wearing a grey and white striped tank top, is smiling and holding a baby. The baby is wearing a grey and red shirt. The background is a plain, light-colored wall. The image is framed by a large red diagonal shape that cuts across the bottom right corner.

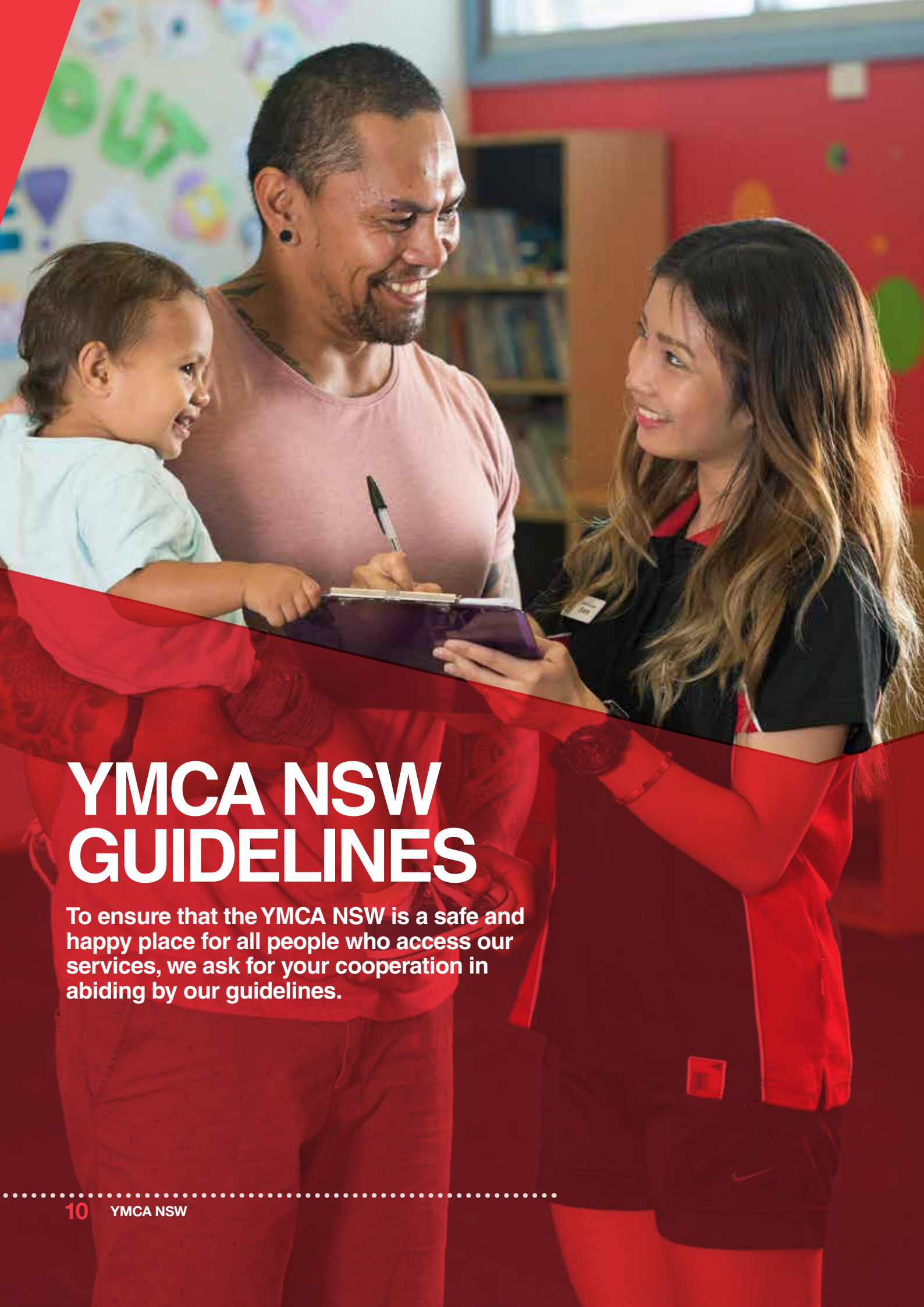
IF YOU SEE SOMETHING, SAY SOMETHING

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.

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 10 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.



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.

Respect all feedback given by your coach.

Wear appropriate clothing. No jewellery or watches are to be worn in the gym.

All injuries must be reported to your coach.

No running in the gym.

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

Keep the noise down when waiting for your class.

Leave the gym as soon as your class has finished.

Show respect for your fellow classmates

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.

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

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.

Focus on your child's efforts, leave the coaching to the coaches.

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

If you need to speak with your child's coach, wait until the class has finished.

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

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

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.

YMCA NSW CODES OF BEHAVIOUR FOR GYMNASTICS

Responsibility of the coach

Respect gymnasts at all times.

Deliver feedback that is constructive and positive.

Speak and behave appropriately in front of gymnasts at all times.

Wear full YMCA NSW uniform in accordance with gym dress code.

Remain unbiased when choosing gymnasts for team competitions.

Our coaches are qualified professionals and committed to achieving the best result for your child. In the interest of your child's development and progression, we ask that you leave technical instructions and feedback to the coaches.

If parents have any concerns with their child's coach, please follow the correct procedure.

Approach your child's coach to discuss your concerns respectfully. If you do not feel that you can approach the coach, raise your concerns to a Gymnastics Team Leader.

CLUB DISCIPLINE POLICY

Gymnasts are expected to follow the rules and behave in an appropriate way that is conducive to learning.

The coaching staff will discuss appropriate behaviour within the gym. If a discipline problem occurs the following procedure will be applied.

Step 1 The coach will discuss the problem with the gymnast. The gymnast may be asked to sit out for a period of time to resolve the problem.

Step 2 Upon a second offence, the parents are called and informed of the situation.

Step 3 If a discipline problem persists, a meeting with the gymnast, parents, head coach and the gymnast's coach is held. A solution that is suitable to all will be reached.



SPOTTING PROCEDURE

Spotting and manual handling of your child is an essential part of coaching aimed at teaching gymnasts the correct technique and reducing the risk of injury during new or challenging skills.

YMCA NSW has a Spotting Procedure that your Gymnastics Coordinator can discuss with you. Appropriate spotting techniques are provided as part of the Gymnastics Australia coaching program.

Unintentional and inappropriate physical contact may occur due to the nature of spotting. YMCA NSW coaches are required to report any accidental inappropriate contact to their manager and to the gymnast's parent or guardian. If you witness anything that concerns you, please report to the Gymnastics Coordinator or manager on duty immediately.