



Centre Handbook

2020/21 Season

Welcome

Welcome to the University of the Sunshine Coast Little Athletics Centre (USCLAC).

Little Athletics is a uniquely Australian activity for children from 3 to 16 years. As the name suggests, it is based on the sport of Athletics (track & field) and the events are specifically modified to suit the ages and abilities of children. A wide range of running, jumping, throwing and walking events are conducted.

Little A's is all about "being your best", and in doing so having fun, making friends and encouraging families to be involved in healthy activities. The emphasis is on participation and personal improvement. For over 40 years now across Australia the Little A's motto has been **Family, Fun & Fitness**.

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University of the Sunshine Coast Little Athletics Centre Inc.

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Or follow us on Facebook & Instagram



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About USCLAC

USCLAC was formed in September 2007 as the vision of Trevor Dryden & John Dighton and we commenced competition on Friday 26th October 2007.

Our first season saw 187 registered athletes. With the generous support of our foundation sponsors Bellflower, Aussie World, Australia Zoo, Big Kart Track and Hot 91.1 we were able to purchase most of our equipment.

Our first season saw a team of 16 USCLAC athletes compete at the State Championships and Jack Mariott took home a silver medal in the 1500m to win our Centre's first ever State Championships medal.

Our centre has continued to grow in strength from these great beginnings and is now among the largest Little Athletics centres in Qld with more than 420 athletes registered in the 18/19 season.

USCLAC is a centre that is truly committed to the Little Athletics mantra of Family, Fun and Fitness. Little Athletics can be the "foundation for all sports." Lots of sports use the skills developed at Little Athletics and every year around 95,000 boys and girls enjoy being part of the Little A's family.

We aim to be a Centre which caters to all levels of athletes, with our great facilities at the University, a committed group of volunteers, a strong financial position and the support of our local community.

We look forward to welcoming you and your family to our family at USCLAC.

USCLAC Leadership Group

Our USCLAC Leadership Group is elected at the Annual General Meeting held in in May each year from the members of USCLAC. Your Leadership Group for 20/21 are:

Centre Manager	Melissa Hepworth-Smith
Assistant Centre Manager	
Secretary	Merrilee Gill
Treasurer	Ross Hepworth
Program Manager	Damien Swan
Timing Systems Manager	Theo Shemansky
Registrar	Kim Hepworth
Results Manager	Piotr Leracz
Marketing & Communications Officer	Cathy Swan
Competitions Officer	Melissa Hepworth-Smith
Officials Officer	Damien Swan
Equipment Officer	Jason Stoker
Uniforms	Elisha Hondroudakis
Coaches	Nick Bennett Damien Swan
Canteen Officer	Vacant
Medical & First Aid Officer	Vacant
Presentation Co-ordinator	Merrilee Gill
Various Roles	Richard Jennings

Your Leadership Group meets on the 2nd Tuesday of each month.

In 2014/15 we also introduced our Senior Athlete Mentor & Leadership Program (refer page 10), which will continue this year.



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Registering with USCLAC

To become a member of USCLAC, please complete our Online Registration which is accessed through our website.

Registration Fees for the 2018/19 season are:

Registration Fees (per athlete)

LAQ has increased their fees this year, necessitating a small increase.

Age Group	2020/21 Fees
Tiny Tots (3-4 years)	\$65
U6 - U17 athletes	
First athlete in the family	\$110
Second athlete in the family	\$90
3rd & subsequent athletes	NIL

Levies (per family)

Fee Description	2020/21 Fees
Lighting Levy	\$55
Parent Levy	\$50

USCLAC's family based Registration Fee system includes as "family cap". This means that the maximum Registration Fees payable will be **\$295.00 per family**.

NB: Proof of age (Birth Certificate or extract) must be shown when registering all members.

Trial Nights:

Athletes may compete for **two** weeks as trials prior to registration at a cost of \$10.00 per athlete, per trial. Should the athlete then register as a member of USCLAC the trial fees paid will be credited against registration fees.

Centre Policy on Fees

All fees must be paid in full at the time of registration.

There is no facility for part payment of fees.

Fees are not refundable except in **exceptional circumstances**.

Parent Levy:

The Parent Levy is charged on a per family basis to encourage parent help and is **refundable** if a family meets the following criteria:

- Working with us at Friday Night competitions or LAQ Championships (both relays & individual events); AND
- The number of times in the season that you do this is at least 12 (prefer 6 before & 6 after Xmas); AND
- You **complete the parent helper card** each time you assist us; AND
- Families & their athletes attend the end of season Presentation Day (which may also include the Centre's AGM).

The Lighting & Track fee is used to pay the University of the Sunshine Coast for the use of the track and lights and is non-refundable.

USCLAC are proud to be a Fair Play Club. For more information visit:

<https://www.qld.gov.au/recreation/sports/fairplay>



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Age Groupings

An athlete’s age group is determined by their age as of the 31st December. The age group table for the 20/21 year is:

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
JAN	17	16	15	14	13	12	11	10	9	8	7	6
FEB	17	16	15	14	13	12	11	10	9	8	7	6
MAR	17	16	15	14	13	12	11	10	9	8	7	6
APR	17	16	15	14	13	12	11	10	9	8	7	6
MAY	17	16	15	14	13	12	11	10	9	8	7	6
JUN	17	16	15	14	13	12	11	10	9	8	7	6
JUL	17	16	15	14	13	12	11	10	9	8	7	6
AUG	17	16	15	14	13	12	11	10	9	8	7	6
SEP	17	16	15	14	13	12	11	10	9	8	7	6
OCT	17	16	15	14	13	12	11	10	9	8	7	6
NOV	17	16	15	14	13	12	11	10	9	8	7	6
DEC	17	16	15	14	13	12	11	10	9	8	7	6

NOTE: Athletes that are born after 31/12/2015 are ineligible to compete in formal Little Athletics competition in the 2020/21 season.

However, USCLAC are proud to be able to offer a Tiny Tots program for athletes aged 3 and 4 years. Tiny Tots compete in a range of activities to introduce them to the sport of Little Athletics including track running, long jump and lots of other fun activities.



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Competition Nights

USCLAC competition is held on Friday nights from September through until March at the University of the Sunshine Coast Athletics facility at Sippy Downs.

Athletes should be at the track by 5.45pm for:

- Walk events (voluntary)
- Tiny Tots 50m sprints
- Warm ups for all other athletes

Competition for all athletes will begin at 6pm. We aim to have competition concluded by 8.30pm.

20/21 Season Dates

4th September 2020	Orientation meet	No points for this evening
11th September 2020	Regular competition commences	Points meets commence
11th December 2020	Christmas break-up	
8th January 2021	Recommence regular meets	Points meets recommence
5th March 2021	Final meet for season	Final points meet
12th March 2021	End of Season presentation	

Wet Weather

In the event of wet weather, extreme heat or other weather warnings the decision may be made to cancel competition to ensure the safety of all athletes and families.

Decision to cancel competition will be made by the Leadership group by **5pm** on competition nights. Notification of cancellation due to weather will be via Facebook message, website update, voicemail message on our wet weather line 0414 496 444.

Weekly Program

At USCLAC, we run a 6-week rotational program to give all athletes the chance to compete in all available events for their age groups a number of times throughout the season. Each age group will compete in 4 to 5 events on each competition night.

Please note: Programs are allocated to Friday night meet dates. In the event that a Friday night competition is cancelled due to weather, Programs will not be re-allocated. (e.g. if a Week 2 Program meet is rained out, the following weeks' competition will be run as Program 3).

The weekly programs are available on the Program and calendar pages of the website.

Our Tiny Tots compete in their own program each Friday night which is designed to give them a taste of what Little A's is all about. This includes racing on the track, Long Jumps, mini hurdles and specifically tailored fun versions of High Jump, Shot Put and Discus.

Parental supervision

Please note that it is club policy that all athletes must have at least one parent/guardian at the track for the duration of Friday night competition.

Canteen

At USCLAC we operate a canteen on each of our Friday competition nights serving a range of hot food and cold drinks and we pride ourselves on having one of the best sausage sizzles on the Sunshine Coast!

Come along on a Friday night and support your club while enjoying some great food.

Uniforms

Uniforms are compulsory for all athletes at all centre competitions and away competitions (except for Tiny Tots – uniforms are optional).

SHIRT (all ages); SINGLET/CROP TOP (available for U13 and above): Teal blue with black flashes.

- Age labels are to be sewn onto the left sleeve of the shirt, or on left side of shorts/pants for those wearing a singlet or crop top.
- Registration numbers are to be sewn onto the front of the shirt (velcro is an option for athletes who may have both a shirt and singlet/crop top)
- Coles sponsor patches should be attached to the right side of the chest

SHORTS: Black shorts or bike pants with or without USCLAC on the leg. No stripes or logos are permitted.

- Skins may be worn at centre level and must be black;
- Black shorts must be worn over skins.

Please note: *Athletes must wear the correct uniform at Centre & all other competitions. Non-compliance may lead to ineligibility for competition points at Centre meets, & being prevented from competing at LAQ competitions.*





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Footwear

Shoes are compulsory for all athletes competing in all events at all venues to ensure athletes can compete safely and with less risk of injury. Our Centre supports & implements the LAQ policy on footwear.

Spikes may be worn at Centre level competition in the **U11 to U17** age groups.

Spikes **MUST** be carried to each event and removed after each event. Spikes must be no longer than:

- 7mm (synthetic track);
- 9mm (synthetic field);
- 12mm (grass – track or field).

IMPORTANT – Spiked shoes must be removed immediately after an event and must be carried safely to the event area in a suitable container or bag.

It is Centre policy that non-compliance with this policy will result in suspension of the ability to wear spiked shoes.

Use of spikes for U11 to U17

Event	U11-U12	U13-U17
Laned	<u>SwS</u>	<u>SwS</u>
Unlaned	--	<u>SwS</u>
Relay – 4x100m	<u>SwS</u>	<u>SwS</u>
Relay – medley	--	<u>SwS</u>
Walks	--	--
High Jump	<u>SwS</u>	<u>SwS</u>
Long/Triple Jump	<u>SwS</u>	<u>SwS</u>
Javelin	<u>SwS</u>	<u>SwS</u>

- SwS: spike shoes with spikes
- --: spike shoes not permitted for this event



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Trophies & Awards

USCLAC strongly supports the philosophy of participation & improvement, and encouraging athletes to be the best they can be. Our annual awards are based on these criteria. We have a number of awards for our Little Athletes.

Every athlete who attends our presentation day will receive a participation medal.

Two types of trophy are awarded in each age group (from U6 up).

Age Group Points Score Champion:

Throughout the season athletes earn points toward this trophy as follows:

- Attendance at a meet 2 pts
- Participation in each event 2 pts
- Equalling a Personal Best 2 pts
- Creating a new Personal Best 3 pts

Points are calculated from the second meet of the USCLAC season until and including the second last meet of the season (with the exception of the Christmas break-up).

Attendance, participation and PB points will also accrue at the following events:

- Regional Relays
- State Relays
- Regional Championships

NB: State individual championships cannot be part of our points calculation as the event takes place after the conclusion of our season.

We will also calculate points for USCLAC athletes competing in outside carnivals where ALL of the following are satisfied:

- The carnival is run by an LAQ registered club located within the LAQ Sunshine Coast region;
- The carnival is run during the current USCLAC season;

- The athletes' results are provided to the Competitions Officer by the calculation cut off which is the close of the second last meet of the USCLAC season;
- The results are in an official results statement of the club running the carnival;
- It is the responsibility of the competing athlete and his/her family to provide these results to the Competitions Officer by the cut off date.

Age Group Champion Athlete.

At the end of the season an athlete's best performance in each event is converted to points using a modified IAAF point score model similar to those used in the LAQ pentathlon and NSW LA multi event carnivals.

An athlete's best performance in each event will be drawn from our Friday night competition **up to and including the second Friday night in February** and **LAQ official events (excluding relays) up to and including the individual regional championships in February**

The athlete with the highest number of points will be declared the Age Group Champion Athlete **provided they have competed at our Friday night competition at least once from when competition resumes after our Christmas break.**

Junior and Senior Champion Athletes

In addition the centre will award trophies to the eligible senior and junior athletes with the most points at the end of the season overall and also event disciplines (Track, Jumps, Throws)

The Centre Managers' Award

The Centre Manager will award the "Centre Managers Award" on the basis of athletic ability, improvement, work ethic and engagement within our centre. The winner of the Centre Managers' Award will wear competition #1 in the following season.



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Coaching Policy

As part of embracing the Little Athletics mantra of Family, Fun and Fitness, our coaching objective is to develop in our athletes a love of physical activity that will encourage them to play for life.

The environment we are working to create allows for a fun, safe, inclusive and challenging environment where children can achieve success while developing their skills and an understanding of sports particularly athletics.

After plenty of consideration, we have formulated the following coaching policy from 2017/18 onwards.

Our policy covers 2 different levels of coaching:

- **Skills Development** which involves teaching athletes the basic concepts of an event. This is a mix of activities to improve their movement skills as well as learning how to perform attempts at the event and minimising fouls or disqualifications and also to minimise their risk of injury. This level applies mostly to Field Events where this is considered most necessary.
- **Performance Development** which involves higher level coaching of athletes in each discipline to continue to develop their technique, strength and skills and to maximise performance.

SKILLS DEVELOPMENT

Basic Resources

Our website (usclac.com.au) has some useful resources demonstrating the basic rules and techniques and this is particularly useful for beginners and younger athletes. Event specifications and basic rules/instructions can be found under the 'Events and Competition' tab and Instructional videos can be found under the 'Resources' tab

Skills Instruction

It is our intention that a level of skill instruction will be conducted during Friday night competition and this will be provided in 2 phases:

- During the first 6 weeks of competition, one field event each night will be designated as 'training' in basic movement & techniques, to be conducted by senior mentor athletes and club coaches. All athletes (especially those new to athletics) are encouraged to ensure they come to as many of the first 6 competition nights as possible.
- After this initial phase, senior mentor athletes should be available at field event locations on Friday nights for further skills development.
- Starting and running skill instruction will be provided by our coaching team and senior mentor athletes as time permits.

Our capability to do this to the standard required will always be underpinned by the level of parental and athlete assistance that is provided on Friday nights.

PERFORMANCE DEVELOPMENT

It is the policy of USCLAC that further specific performance development is **not recommended** for younger athletes (**Under 6 to Under 11 Age Groups**). We base this on several factors including:

- The focus of Little Athletics in these age groups should be on participation to have fun and learn. It is our observation that athletes who push their development too early often 'burn out', due to loss of enjoyment. This is in line with the policy of many local coaches, who specify a minimum age for athletes to participate in their sessions.

It is the policy of USCLAC that further specific performance development is **recommended** for older athletes (**Under 12 to Under 17 Age groups**) should they have the desire to do so

- USCLAC does not provide this level of performance development coaching, however athletes who wish to do so can be provided with a list of local qualified coaches on request.

The centre does not conduct training sessions during the week except for Relay practice as below.

RELAY TRAINING

Relay running requires the development of specific skills and teamwork, and requires training and practice. Athletes participating in track events at Regional Relays in November and those qualifying for State Relays in December will be strongly encouraged and expected to attend training sessions for Relay Practice offered by the club.

Introduction to Coaching

We are working towards developing our own centre coaches. To facilitate this, we offer the LAQ Introduction to Coaching course free to parents. Any parents wanting to complete this course and develop as a coach including gaining their accredited coaching levels should please talk to one of the leadership group for further details.



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Centre Captains

This season will once again see the appointment of Centre Captains.

The Centre Captains will be selected by the Centre Manager from our Senior Athletes (U13-U17). Centre Captains will be selected based on the same criteria with which we award the Centre Manager's Award – athletic ability, commitment to personal improvement, work ethic & engagement within our Centre community.

Centre Captains will have the following responsibilities:

- To act as an ambassador for our Centre;
- To be a role model and mentor for our athletes by setting high standards of behaviour & sportsmanship;
- To assist with coaching of the Junior Athletes within the Centre.

USCLAC will provide Centre Captains with fully subsidised attendance at an Introduction to Coaching (ITC) workshop to assist them develop their skills in coaching Junior Athletes.

The Centre Captains for the 20/21 season are:

To be confirmed

Senior Athlete Leadership Group

This season we will also continue to have a Senior Athlete Leadership/Mentor Group. This is a voluntary role open for nomination for athletes in the U13 to U17 age groups.

Members of the Senior Athlete Leadership Group will act as role models and mentors for our athletes by setting high standards of behaviour & sportsmanship.

Members of the Senior Athlete Leadership Group will have a specific responsibility to assist with coaching the Junior Athletes within the Centre on a rotational basis on Friday Competition nights.

USCLAC will provide all members of the Senior Athlete Leadership Group with fully subsidised attendance at an Introduction to Coaching (ITC) workshop.

Nominations for the Senior Athlete Leadership Group are now open and can be sent to our Centre Manager at centremanager@usclac.com.au



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Parents & Volunteers

At USCLAC we are privileged to have a passionate and dedicated group of volunteers who are responsible for co-ordinating our Friday night competitions. But we need your help!

Friday night competitions are completely dependent on the assistance of parents and carers. There are many ways that you can help us out including:

- Equipment set-up and pack-up;
- Being an age marshal;
- Assisting age marshals with recording results and measuring;
- Helping in the canteen;
- Becoming a part of our Leadership Group.

The athletes love having their parents or carers out there with them or working on the events. And, if you help us the required number of times during the season you can receive a refund of your parent levy.

If you have any questions about how you can help out, come and see us on Friday nights. Further information is also available on the website – click on 'Parents and Volunteers' under the 'Centre Information' drop down menu.

"Alone we can do so little; together we can do so much" – Helen Keller

"Unless someone like you cares a whole awful lot, nothing is going to get better. It's not." – Dr Seuss (The Lorax)

Code of Conduct

For athletes

- Be a good sport. Respect all good performances whether from your Centre or the opponents and shake hands with and thank the opposing athletes and officials after the event – win, lose or draw.
- Participate for your own enjoyment and benefit.
- Always respect the official's decision.
- Never become involved in acts of foul play.
- Honour both the spirit and intention of the competition rules and live up to the highest ideals of ethics and sportsmanship. Avoid gamesmanship and respect the traditions of the sport.
- Never engage in disrespectful conduct of any sort including profanity, sledging, obscene gestures, offensive remarks, trash-talking, taunting or other actions that are demeaning to other athletes, officials or supporters.
- Care for and respect the facilities and equipment made available to you during training and competition.
- Safeguard your health. Don't use any illegal or unhealthy substances.
- Recognise that officials and coaches are volunteers who give up their time to provide their services. Treat them with the utmost respect.
- Do not bet or otherwise financially speculate, directly or indirectly, on the outcome or any other aspect of a Little Athletics event or competition in which you are involved.



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Code of Conduct

For coaches

- Actively discourage foul play and/or unsportsmanlike behaviour by athletes.
- Seek to maximise the participation and enjoyment of all athletes regardless of ability; avoid the tendency to over-use a talented athlete; treat all athletes as equals, regardless of their talent.
- Show concern and caution towards all sick and injured athletes. Follow the advice of a physician and/or sports trainer to the letter when determining when an injured athlete is ready to recommence training or competition.
- Teach athletes that an honest effort and competing to the best of their ability is as important as victory.
- Maintain a thorough knowledge of the rules of competition and keep abreast of current coaching methods. Maintain or improve your current accreditation level.
- Always consider the health, safety and welfare of the athletes.
- Teach young athletes to realise that there is a big gap between their ability and the professional athlete. Do not coach them as if they are professionals.
- Ensure that your coaching reflects the level of the competition being involved with and don't be a 'win at all costs' coach.
- As coach, conduct yourself at all times, and in all situations, in a manner that shows leadership, respect for the sport of Little Athletics and respect for all those that are involved in the sport – athletes, officials, spectators, parents and the media.

Code of Conduct

For officials

- Be impartial! Also, be consistent, objective and courteous.
- Place the safety and welfare of the athletes above all else. Be alert to minimise dangerous physical play, fair or foul, especially competition days.
- Accept responsibility for all actions taken.
- Avoid any form of verbal contact with coaches, team officials, parents and spectators during competition.
- Avoid any situation which may lead to a conflict of interest, both on and off the field.
- Condemn all and every instance of unsportsmanlike, foul or unfair play.
- Set a good example by the way you dress, speak and act towards athletes, coaches, officials, parents and spectators.
- Show concern and caution towards sick and injured athletes.
- Officiate to the age and/or experience of the athletes.



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Code of Conduct

For parents & spectators

- Condemn all violent or illegal acts, whether they are by athletes, coaches, officials, parents or spectators.
- Respect the official's decisions. Don't complain or argue about actions or decisions during or after an event.
- Unsportsmanlike language, harassment or aggressive behaviour will not be tolerated.
- Encourage athletes to play by the rules and to respect opposing athletes and officials.
- Never ridicule or scorn an athlete for making a mistake, respect their efforts.
- Understand that sport is part of a total life experience, and the benefits of involvement go far beyond the final placing of an event.
- Participate in positive cheering that encourages the athletes in the Centre you are supporting. Don't engage in any cheering that taunts or intimidates opponents, their fans or officials.
- Remember that children participate in Little Athletics for their own enjoyment, not yours!
- At all times follow the directions of the Arena Manager and/or other competition day officials.
- Never arrive at a Little Athletics competition under the influence of alcohol. Never bring alcohol to a Little Athletics competition or training.

Code of Conduct

Alcohol and Smoking

- Smoking is not permitted in any competition or spectator areas during any Little Athletics competition.
- Little Athletics understands the harmful affects of smoking on health, fitness and performance in sport, and as a result has adopted the following Policy.
- Premises and competition areas are declared smoke free zones – smoking permitted only where a special smoking area is designated.
- Athletes / Participants are reminded that smoking adversely affects performances and are prohibited from smoking at all whilst engaged in Little Athletics activities.
- Coaches and Officials are reminded of their responsibilities as role models particularly with juniors and are asked to refrain from smoking whilst coaching or officiating in our sport.
- Spectators are reminded smoking is inappropriate behaviour in a sporting environment and are asked to respect our Smoking Policy.
- Visiting Athletes, Coaches, Officials and Administrators are also asked to respect our Codes of Conduct and Non Smoking Policy
- Please note that there is a zero tolerance for alcohol as per QLAA regulations.
- Anyone that is found to be in the possession of alcohol will be removed immediately. Anyone under the influence of alcohol will not be permitted to gain access to the facilities and will be asked to leave at once.



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Keeping you Coviesafe

Our centre has a Coviesafe Plan:

CHECK IN & CONTACT TRACING

- All attendees (athletes and families) **MUST** sign in & out each week to ensure we have the ability to perform contact tracing if required.
- Our preference is for online check in using our QR code



- We will have manual forms for anyone without a smartphone.

PHYSICAL DISTANCING

- Physical distancing is not required on the "field of play" however we encourage all athletes and volunteers to maintain a safe distance where possible.
- Avoid physical contact including handshakes, high fives or hugging.
- Outside the field of play 1.5m physical distancing is required.
- There will be maximum capacity limits enforced in our office, timing building & canteen.
- If you or an athlete in your family is unwell please stay home and avoid physical contact with other people.

HYGIENE & EQUIPMENT

- Hand sanitizer will be provided for every age group and at every event station, office, timing building & canteen.
- Please ensure athletes & volunteers sanitise hands at the beginning and conclusion of every event.
- Equipment (shot put, discus, javelin, measuring tapes, rakes etc) are to be wiped down using sanitizing wipes before and after each event. Each age group is responsible for ensuring this is done for each event rotation.
- Starting guns are to be sanitized before and after each person uses it.
- Contactless payment is preferred for transactions in the office and canteen.
- Athletes are to bring their own water bottles, no sharing of water bottles is permitted.
- Wash your hands for 20 seconds after using the bathroom, before & after eating.
- Avoid touching your eyes, nose & mouth.
- If you or an athlete in your family feels unwell please stay home. If you experience flu like symptoms please get tested for Covid19.
- If you have travelled overseas or interstate, or had contact with a confirmed case of Covid19 within the past 14 days you cannot attend.
- If you have been tested for Covid19 and are awaiting your test results you cannot attend.

Let's work together to keep our UniFamily safe!



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Policies

Our centre recognises the importance of providing a safe and enjoyable environment for all those who participate in Little Athletics, as an athlete, parent or volunteer. We have adopted the LAQ “Zero Tolerance Approach” and the code of conduct sets out the expectations that you are entitled to have of our centre.

LAQ behaviour & conduct policies that have been adopted by USCLAC are:

- Zero Tolerance Policy
- Codes of Conduct
- Uniform policy
- Privacy
- Footwear and spikes
- Exercise & hydration in extreme heat temperatures
- Drug policy
- Complaint handling
- Covid Safe Policy

Feedback

Our centre is committed to providing all of our members and their families with a fantastic experience in all that we do. To enable us to pursue a path of continuous improvement, we actively seek and value your feedback.

If you wish to provide us with feedback, you can do so via the following means:

- Talk to any one of your Leadership Group;
- Complete a contact form on our website;
- Email us at secretary@usclac.com.au or centremanager@usclac.com.au