



## MEMBER PROTECTION STANDARD

### Version Control, Change History and Distribution

#### Version Control

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<b>Endorsed by:</b>	MDGCC Board of Directors
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#### Distribution

1. Included in the Murray Downs Golf & Country Club Policy Manual
2. Digital copies provided to all Murray Downs Golf & Country Club Board Members, Staff and Volunteers
3. To support personnel (e.g., managers, physiotherapists, psychologists, masseurs, sport trainers)
4. Coaches and Assistant Coaches
5. All players of the game of Golf
6. Referees and other Officials
7. Members.

### 1. ROLES AND APPOINTEES

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Golf Professional	Matthew Docking
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## **2. PREFACE**

Murray Downs Golf & Country Club (hereafter referred to as 'the Club') are committed to providing an environment that is safe for its members and children, free from harassment and abuse for everyone, and promotes respectful and positive behaviour and values.

This Standard provides a Code of Conduct forming the basis of appropriate and ethical conduct which everyone must abide by.

This Standard is an essential part of the Club's proactive and preventative approach to tackling inappropriate behaviour.

The Chief Executive Officer of the Club is committed to ensuring that everyone associated with the organisation complies with the Standard.

## **3. INTRODUCTION**

The Club is committed to participation in all aspects of the sport of golf/bowls, whatever members' status, ability, social, and personal circumstances, in an environment that respects the worth, dignity, and equality of opportunity of all people.

The Club is committed to the advancement of participation in playing, coaching, administering, and working in organisations devoted to golf/bowls, based on merit and equal opportunity.

The Club intends, by this Standard, to ensure that in all their dealings, members shall be treated fairly, with respect, in a manner appropriate to their innate worth and dignity as human beings, and that members shall advance in their chosen field based on merit and achievement, recognised.

The Club is committed to providing an environment in which all members feel free to participate and considers that it is sometimes proper to make special provision for disadvantaged groups and to establish special programs designed to enable their members to overcome any disadvantage and participate in the community on conditions of equality.

## **4. PURPOSE**

This Member Protection Standard aims to ensure our core values, good reputation, positive behaviours, and attitudes are maintained. It assists us in ensuring that every person involved in our sport is treated with respect and dignity and is safe and protected from abuse. This Standard also ensures that everyone involved in our sport is aware of his or her legal and ethical rights and responsibilities.

The Standard attachments provide the procedures that support our commitment to eliminating discrimination, harassment, child abuse, and other forms of inappropriate behaviour from our sport. As part of this commitment, the Club will take disciplinary action against any person or organisation bound by this Standard if they breach it.

This Standard has been endorsed by the Club's Board of Directors and has been incorporated into our By-Laws. This Standard and/or its attachments may be amended from time to time by resolution of the Club Board as per the Constitution.

## **5. WHO IS BOUND BY THIS STANDARD**

This Standard applies to the following, whether they are in a paid or unpaid/voluntary capacity:

- Individuals sitting on Boards, Committees, and Sub-Committees
- Employees and Volunteers
- Support Personnel (e.g., Managers, Physiotherapists, Psychologists, Masseurs, Sport Trainers)
- Coaches and Assistant Coaches
- All Players of the game of golf
- Referees and other Officials
- Members, Member Associations, Peak Associations, and the National Body
- Any other person or organisation that is a member of or affiliated to the Club
- Parents, guardians, spectators, and sponsors who agree in writing (whether on a ticket, entry form or otherwise) to be bound by this Standard.

This Standard will continue to apply to a person even after they have stopped their association or employment with the Club if disciplinary action relating to an allegation of child abuse against that person has commenced.

## **6. ORGANISATIONAL RESPONSIBILITIES**

The Club must:

- adopt, implement, and comply with this Standard
- ensure that this Standard is enforceable
- publish, distribute, and promote this Standard and the consequences of any breaches of the Standard
- always promote and model appropriate standards of behaviour
- deal with any complaints made under this Standard in an appropriate manner
- deal with any breaches of this Standard in an appropriate manner
- recognise and enforce any penalty imposed under this Standard
- ensure that a copy of this Standard is available or accessible to all people and organisations to whom this Standard applies
- use appropriately trained people to receive and manage complaints and allegations of inappropriate behaviour and display the names and contact details in a way that is readily accessible; and
- monitor and review this Standard at least annually.

## **7. INDIVIDUAL RESPONSIBILITIES**

Individuals bound by this Standard must:

- make themselves aware of the contents of this Standard.
- comply with all relevant provisions of the Standard, including any Codes of Conduct and the steps for making a complaint or reporting possible child abuse set out in this Standard.

- consent to the screening requirements set out in this Standard, and any state/territory Working With Children Checks (WWCC) if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18 or where otherwise required by law.
- place the safety and welfare of children above other considerations.
- be accountable for their behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this standard.

## **PART A: POSITION STATEMENT OF CHILD PROTECTION**

- The Club is committed to seeking to ensure the safety and wellbeing of all children and young people who participate in golf or bowls and access golf or bowls services.
- The Club supports the rights of the child/young person and will seek to ensure a child-safe environment is maintained.
- The Club acknowledges the valuable contribution made by staff, members, and volunteers, and encourage their active participation in providing and maintaining a safe, fair, and inclusive environment for all participants.
- The Club prohibit all forms of child/young person abuse.
- Child abuse involves conduct which puts a child/young person at risk of harm and may include:
  - Physical Abuse: by hurting a child/young person or a child's/young person's development (e.g., physical harm, providing alcohol/drugs or training that exceeds the child's development or maturity).
  - Sexual Abuse: by adults or other children/young people, where a child/young person is encouraged or forced to watch or engage in sexual activity or where a child/young person is subject to any other inappropriate conduct of a sexual nature.
  - Emotional Abuse: by ill-treating a child/young person (e.g., humiliation, sarcasm, yelling, negative criticism, name-calling).
  - Neglect: failing to protect a child/young person from foreseeable risk of harm or injury.
- Actions that may be indicative of potential abuse are as follows:
  - Inappropriate touching
  - Inappropriate comments
  - Phone contact
  - Social Media contact
  - Unauthorised transportation
  - Invasion of personal space
  - Gift giving
  - Lewd joke telling
  - Enable and condone rule breaking
  - Personal correspondence
  - Provide money
  - Provision of drugs and/or alcohol
  - Teach the child to drive
  - Encourage nudity
  - Attend parties of the players.

### **IDENTIFY AND ANALYSE RISK OF HARM**

The Club will develop and implement a risk management strategy, including a review of our existing child protection practices, to determine how child-safe our organisation is and to identify any additional steps we can take to minimise and prevent the risk of harm to children because of the actions of an employee, volunteer, or another person.

## **DEVELOP CODES OF BEHAVIOUR**

- The Club will develop and promote a Code of Behaviour that sets out the conduct we expect of adults when they deal and interact with children involved in our sport, especially those in our care. We will also implement a code of behaviour to promote appropriate conduct between children.
- These Codes will clearly describe professional boundaries, ethical behaviour, and unacceptable behaviour.

## **CHOOSE SUITABLE EMPLOYEES AND VOLUNTEERS**

- The Club will take all reasonable steps to ensure that our organisations engage suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This will include using a range of screening measures.
- We will ensure the Working With Children Checks are conducted for all employees and volunteers who work with children, where an assessment is required by law. If a criminal history report is obtained as part of their screening process, we will handle this information confidentially and in accordance with the relevant legal requirements.

## **SUPPORT, TRAIN, SUPERVISE, AND ENHANCE PERFORMANCE**

- The Club will ensure that all our employees and volunteers who work with children have ongoing supervision, support, and training. Our goal is to develop their skills and capacity, and to enhance their performance, so we can maintain a child-safe environment in our sport.

## **EMPOWER AND PROMOTE THE PARTICIPATION OF CHILDREN**

- The Club will encourage children and young people to be involved in developing and maintaining a child-safe environment for our sport.

## **REPORT AND RESPOND APPROPRIATELY TO SUSPEND ABUSE AND NEGLECT**

- The Club will ensure that all our employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable grounds that a child has been, or is being, abused or neglected.
- Further, if any person believes that another person or organisation bound by this Standard is acting inappropriately towards a child, or is in breach of this Standard, he or she may make an internal complaint to us.
- Some general indicators of child/young person abuse include:
  - Showing wariness and distrust of adults
  - Rocking, sucking, or biting excessively
  - Bedwetting or soiling
  - Demanding or aggressive behaviour
  - Sleeping difficulties, often being tired, and falling asleep
  - Low self-esteem
  - Difficulty relating to adults and peers
  - Abusing alcohol or drugs
  - Being seemingly accident prone
  - Having broken bones or unexplained bruising, burns, or welts in different stages of healing
  - Being unable to explain an injury, or providing explanations that are inconsistent, vague, or unbelievable

- Feeling suicidal or attempting suicide
- Having difficulty concentrating
- Being withdrawn or overly obedient
- Being reluctant to go home
- Creating stories, poems, or artwork about abuse
- Some indicators of neglect include:
  - Malnutrition, begging, stealing, or hoarding food
  - Poor hygiene, matted hair, dirty skin, or body odour
  - Unattended physical or medical problems
  - Comments from a child that no one is home to provide care
  - Being constantly tired
  - Frequent lateness or absence from school
  - Inappropriate clothing, especially inadequate clothing in winter
  - Frequent illness, infections, or sores
  - Being left unsupervised for long periods.

## **8. TAKING IMAGES OF CHILDREN**

- Images of children can be used inappropriately or illegally. The Club requires that individuals and associations obtain permission from a child's parent/guardian using the consent form contained in the Murray Downs Golf & Country Club Consent to be Photographed Policy (10.29.5 in Policy Manual) before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used.
- We also require the privacy of others to be respected and disallow the use of camera phones, videos, and cameras inside changing areas, showers, and toilets.
- If the Club uses an image of a child, it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname, and will not display personal information such as residential address, email address, or telephone numbers without gaining consent from the parent/guardian. We will not display information about hobbies, likes/dislikes, school, etc. as this information can be used as grooming tools by a person/s.
- The Club will only use appropriate images of a child, relevant to our sport and ensure that the child is suitably clothed in a manner that promotes participation in the sport, displays its successes, etc.

## **9. ANTI-DISCRIMINATION, BULLYING, SEXUAL HARRASSMENT, AND VICTIMISATION**

The Club is an Equal Opportunity Employer. The organisations and their staff are governed by legislation, namely: Racial Discrimination Act (Commonwealth), Sex Discrimination Act (Commonwealth), and Anti-Discrimination Act (N.S.W.).

These three Acts are aimed at eliminating discrimination in a number of areas: Access to places of work, accommodation, advertising, education, employment, rates of pay, promotion, provision of goods and services, termination, and terms of employment.

- The Club is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination and harassment.
- We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, sexually harassed, bullied, or harassed.
- This Standard sets out what conduct will constitute discrimination, bullying, sexual harassment, and victimisation.

## STAFF RESPONSIBILITIES

As part of the Club's commitment to prevent discrimination, harassment and bullying, all Club staff must:

1. Follow the guidelines within this Standard
2. Not participate in any victimisation of those who makes a complaint
3. Cooperate with any organisation investigations surrounding such a complaint.

Issues arising from this Standard will be handled in accordance with the grievances and problem resolution procedure.

## 10. DISCRIMINATION

Discrimination is defined as "any practice or behaviour that unjustly makes distinctions between individuals or groups so as to disadvantage some and advantage others." It is expected that all staff and management abide by this legislation. If any behaviour is found to be contrary, it may result in disciplinary action if not dismissal.

- Unlawful discrimination involves the less favourable treatment of a person based on one or more of the personal characteristics protected by state or federal anti-discrimination laws.
- Discrimination may also be indirect. Indirect discrimination is unreasonably imposing, or proposing to impose a requirement, condition or practice that has or is likely to have the effect of disadvantaging persons with a particular personal characteristic.
- In Australia it is against the law to discriminate against someone because of their:
  - Age
  - Disability/Impairment (physical, intellectual, mental, or psychiatric)
  - HIV/AIDS status
  - Employment activity
  - Industrial activity/inactivity or membership of an industrial association
  - Lawful sexual activity/sexual orientation
  - Gender identity
  - Transgender, transsexual, or intersex status
  - Marital or relationship status
  - Physical belief or activity
  - Pregnancy, potential pregnancy, or breastfeeding
  - Race, colour, descent
  - National or ethnic origin
  - Religious belief or activity
  - Sex or gender
  - Status as parent or carer
  - Family responsibilities
  - Irrelevant criminal conviction
  - Medical record
  - Personal association with someone who is identified by reference to any of the above attributes.
- Some specific exceptions to State/Territory and Federal anti-discrimination law apply. For example, it is not unlawful discrimination for the Club to hold a competitive sporting activity for boys and girls only who are under the age of twelve, or of any age where strength, stamina, ability, skill set, or physique is relevant.



## 11. BULLYING

- Bullying is repeated, unreasonable behaviour directed towards a person, or group of persons, that creates risk to health and safety.
- Bullying encompasses a wide range of behaviour.
- Bullying can be direct, or indirect, and it can include but is not limited to behaviours such as:
  - Abusive, insulting, or offensive language
  - Intimidating behaviour
  - Malicious teasing or practical jokes
  - Giving unreasonable assignment or deadlines
  - Intruding on an individual's privacy by spying or stalking
  - Displaying offensive material
  - Taking credit for someone else's work
  - Giving unfavourable duties to specific individuals
  - Excluding or socially isolating an individual
  - Failure to intervene to stop bullying
- Bullying is not:
  - Legitimate and reasonable management action
  - Legitimate and reasonable performance management processes
  - Legitimate and reasonable disciplinary action
  - Legitimate and reasonable allocation of work in compliance with systems
- The Club treats any and every allegation of bullying and/or harassment seriously and proven breaches of this Standard may result in disciplinary action.

## 12. HARRASSMENT AND SEXUAL HARRASSMENT

- Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends, or humiliates another person and which happens because a person has a certain personal characteristic by State or Federal anti-discrimination legislation.
- The offensive behaviour does not have to take place several times, a single incident can constitute harassment.
- Abuse and harassment include unwanted touching, hitting, unwarranted shouting or deliberately using foul and objectionable or abusive language.
- Sexual harassment is one type of harassment and may consist of all or some of the following when committed by a person of either gender against another through:
  - unwelcome conduct, questions, or remarks about a person's sex life
  - staring and leering, or innuendo of a sexual nature
  - unnecessary familiarity such as deliberately brushing against a person
  - sexual jokes, offensive telephone calls, photographs, reading matter or objects
  - sexual propositions or continual requests for dates
  - physical contact such as touching or fondling or unwanted sexual advances.
- Sexual harassment can occur through a wide range of behaviours, regardless of any "innocent intent" on the part of the offender. It can be physical, visual, verbal, or written.
- Sexual harassment is not limited to members of the opposite sex. A person can complain if he or she is harassed by someone of the same sex.
- No employee must be subjected to sexual or any other kind of harassment in the workplace.
- If an employee is subjected to harassment, he/she must report the matter immediately to the CEO or Manager.
- Any employee who witnesses abuse or harassment of another by another staff member should also immediately report such incident.

- Management will thoroughly investigate any complaint and will take disciplinary action, including instant dismissal where appropriate, against any person who has been found to have engaged in sexual or other forms of harassment.

### **13. VICTIMISATION**

- Victimisation means subjecting a person, or threatening to subject a person, to any unfair treatment because that person has or intends to pursue their right to make any complaint, including a complaint under government state or federal law.
- The Club prohibits all forms of sexual harassment, bullying, discrimination, and victimisation. These behaviours are not only unacceptable they may be unlawful pursuant to state and federal legislation.
- It is the responsibility of all employees, volunteers, other participants, and all others bound by this standard to ensure that proper standards of conduct are upheld in connection with golf/bowls and to take action to prevent discrimination, sexual harassment, bullying and victimisation.

### **14. INTIMATE RELATIONSHIPS**

- The Club takes the position that sexual relationships between coaches and the adult players that they coach should be avoided.
- The Club takes the view that such relationships while not necessarily constituting unlawful harassment can have harmful effects on the individual player involved, on other players and coaches, and on the sport's public image. Such relationships tend to be intentionally or unintentionally exploitative because there is usually a disparity between coaches and players in terms of authority, power, maturity, status, and dependence.
- The Club's standard position is like other organisations who disallow professionals, such as teachers, doctors, and counsellors to have sexual relationships with their clients or students.
- Should a sexual relationship develop between a player and coach, the Club will investigate whether any action is necessary. Factors that may be relevant to consider are the age and maturity of the athlete relative to the coach, the financial or emotional dependence of the player on the coach, and the likelihood of the relationship having any adverse impact on the player and/or other players. If it is determined that the sexual relationship is inappropriate, action may be taken to stop the coaching relationship with the player. Action may include transfer, a request for resignation, or dismissal from coaching duties.
- If an athlete attempts to initiate an intimate sexual relationship, the coach must take personal responsibility for discouraging such approaches, explaining the ethical basis for such action. The coach or player may wish to approach the Club's higher management if they feel harassed.
- The law is always the minimum standard for behaviour within the Club and therefore sex with a child is a criminal offence.
- Coaches, officials, volunteers, and athlete support personnel are not to engage in any form of intimate or inappropriate relationships with a child/young person under the age of 18.
- The Club does not condone relationships involving a coach, official, volunteers, independent contractors, other support staff with a child/young person under the age of 18.
- The Club reminds all employees, volunteers, independent contractors, other support staff, and other participants and all other bound by this standard that sex with a child/young person is a criminal offence and such conduct will not be tolerated.

### **15. PREGNANCY**

- The Club is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our sport. We will not tolerate any discrimination or harassment against pregnant women.

- The Club will take reasonable care to ensure the continuing safety, health, and wellbeing of pregnant women. We will advise pregnant women that there may be risks involved with their continuing participation in sport, and we will encourage them to obtain medical advice about those risks.
- Pregnant women should be aware that their own health and wellbeing, and that of their unborn child, is of utmost importance in their decision-making about the extent they choose to participate in our sport.
- We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport and ensure that they make informed decisions about their participation in our sport. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with the Club.
- We will only require pregnant women to sign a disclaimer in relation to their participation in our sport whilst they are pregnant if all other participants are required to sign one in similar circumstances. We will not require women to undertake a pregnancy test.
- If a pregnant woman believes she is being, or has been, harassed or discriminated against by another person or organisation bound by this Standard, she may make a complaint.

## **16. GENDER IDENTITY**

- Gender identity means the gender-related identity, appearance, or mannerisms, or other gender-related characteristics of a person. This includes the way people express or present their gender and recognises that a person's gender identity may be an identity other than male or female. Some terms used to describe a person's gender identity include trans, transgender, and gender diverse.

## **17. GENDER IDENTITY DISCRIMINATION AND HARASSMENT**

- Federal, state, and territory anti-discrimination laws provide protection from discrimination against people based on their gender identity.
- The Club is committed to providing a safe, fair, and inclusive sporting environment all where people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity.
- All persons, regardless of gender identity, are entitled to be always treated fairly and with dignity and respect. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity. This includes discrimination or harassment of a person who is transgender or transsexual, who is assumed to be transgender or transsexual or has an association with someone who has or is assumed to be transgender or transsexual.
- We expect all people bound by this Standard to act with sensitivity when a person is undergoing gender transition/affirmation.
- If any person believes that they are being, or have been, harassed or discriminated against by another person or organisation bound by this Standard because of their gender identity, they may make a complaint.

## **18. PARTICIPATION IN SPORT**

- The Club recognises that excluding people from participating in sporting events and activities because of their gender identity may have significant implications for their health, wellbeing, and involvement in community life. We are committed to supporting participation in our sport based on the gender with which a person identifies.
- If issues of performance advantage arise, we will consider whether the established discrimination exceptions for participation in sport are relevant in the circumstances. Discrimination is unlawful unless an exception applies.

- The Club is aware that the International Olympic Committee (IOC) has established criteria for selection and participation in the Olympic Games. Where a transgender person intends to compete at an elite level, we will encourage them to obtain advice about the IOC's criteria which may differ from the position we have taken.
- Drug testing procedures and prohibitions also apply to people who identify as transgender. A person receiving treatment involving a Prohibited Substance or Method, as described on the World Anti-Doping Agency's Prohibited List, should apply for a standard Therapeutic Use Exemption.

## **19. INTERSEX STATUS**

- Federal anti-discrimination law, and some state and territory anti-discrimination laws, provide protection from discrimination against a person based on their intersex status.
- The Club is committed to providing a safe, fair, and inclusive sporting environment where all people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their intersex status.

## **20. CYBER BULLYING AND INAPPROPRIATE CONDUCT**

- Cyber Bullying and inappropriate conduct are regarded by the Club and affiliates as unacceptable in golf/bowls. These forms of conduct are unlawful and have the potential to cause great anxiety and distress to the person targeted by hurtful or derogatory comments or statements.
- New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments.
- The Club will not tolerate abusive, discriminatory, intimidating, or offensive statements being made online. This is limited to comments made on any online affiliate or Club digital media which may result in bringing golf/bowls and/or the Club into disrepute.
- Frustration at a staff member, volunteer, official, coach, player of a sporting body should never be communicated on social networking or internet websites. These issues should instead be addressed – in a verbal and/or written statement or a complaint to the relevant party.

## **21. ALCOHOL AND DRUGS**

- The Club is committed to providing a safe environment for all persons participating in Club governed events.
- Where the consumption of alcohol is permitted during activities covered by this Standard, the Club requires those individuals covered by this Standard to do so responsibly and lawfully.
- The use of illegal drugs is unlawful. The Club does not accept or condone abuse of prescription drugs during activities covered by this Standard.
- Any person using illegal drugs, prescription drugs or consuming alcohol irresponsibly will be dealt with in accordance with the Member Protection Standard – Complaint Handling Procedure.
- In the event a person is found to be using and/or abusing the listed substances the Club may involve NSW Police and/or relevant authorities.

### **Related Policies**

- Murray Downs Golf & Country Club Social and Digital Media Policy
- Murray Downs Golf & Country Club Consent to be Photographed Policy
- Murray Downs Golf & Country Club Whistleblower Policy

## PART B: CODES OF BEHAVIOUR AND POLICIES

The Club seek to provide a safe, fair, and inclusive environment for everyone involved in our organisation and in our sport. To achieve this, we require certain standards of behaviour by players/athletes, coaches, officials, administrators, parents/guardians (of child participants), and spectators.

Our Codes of Behaviour are underpinned by the following core values:

- To act within the rules and spirit of our sport.
- To display respect and courtesy towards everyone involved in our sport and prevent discrimination and harassment.
- To prioritise the safety and well-being of children and young people involved in our sport.
- To encourage and support opportunities for participation in all aspects of our sport.

## PART C: EMPLOYMENT SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS

The Club is committed to providing a safe environment for children. As part of this, we will recruit staff and volunteers who do not pose a risk to children.

- Employment screening and Working With Children Checks (WWCC) can involve criminal history checks, signed declarations, referee checks, and other appropriate checks that assess a person's suitability to work with children and young people.
- WWCC laws are currently in place in New South Wales, Queensland, Western Australia, Victoria, the Northern Territory, the Australian Capital Territory, Tasmania, and South Australia.
- The Club, including our state associations and clubs, will meet the requirements of the relevant state or territory WWCC laws.
- Individuals travelling with children and young people to another state or territory in a work-related capacity must comply with the screen requirements of that state or territory.
- All new and existing employees that interact or work with children with regard to golf or bowls **MUST** complete the following courses:
  1. Child Safe Sport (Module 1)
  2. Child Safeguarding & Sport Induction
- All Club staff that interact or work with children with regard to golf or bowls, unless otherwise approved by the CEO, and volunteers **MUST** provide a WWCC (NSW) or a Working with Vulnerable People Certificate (A.C.T.).
- All volunteers **SHOULD** complete the Child Safe Sport (Module 1).
- Certificate of Completion/s **MUST** be provided to your GM/CEO/HR/MPIO department and filed.

## **PART D: COMPLAINT HANDLING PROCEDURES**

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

- We will provide individuals with informal and/or formal process to resolve the matter, along with access to an external complaint handling body, based on the nature of the complaint and our rules and regulations.
- We also provide an appeals process for those matters.
- We will maintain confidentiality where possible and as provided in this Standard and seek to ensure that no one is victimised for making, supporting, or providing information about a complaint.

## **PART E: REPORTING REQUIREMENTS AND DOCUMENTS/FORMS**

The Club will ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint.

- This information, and any additional records and notes, will be treated confidentially (subject to disclosure required by law or permitted under this Standard) and stored in a secure place.
- We will treat any allegation of child abuse or neglect promptly, seriously, and with a high degree of sensitivity.
- We will ensure that everyone who works with our organisation in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.

### **Related**

- Record of Informal Complaint
- Record of Formal Complaint
- Complaint Handling Procedure
- Confidential Record of Child Abuse Allegation
- Consent to Be Photographed

