



## **MEMBER PROTECTION POLICY**

**VERSION 1.0 July 2019**

**IMPORTANT NOTE:**

For this policy and other policies to be binding on members and other relevant persons, they must be:

- Agreed to as part of a membership application, agreement, form, other contract with the Golf Course, which relevant members and other persons intended to come within the scope of this policy, are required to sign.

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**Attachment 1: Member Protection Declaration.**

# MEMBER PROTECTION POLICY

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## 1. Introduction

Spring Park Golf Course (the “Golf Course”) is determined to provide an open and inclusive environment allowing for anyone and everyone to enjoy the on and off-course facilities.

## 2. Purpose of Our Policy

The main objective of the Golf Course (“our”, “us” or “we”) Member Protection Policy (“policy”) is to maintain responsible behaviour and the making of informed decisions by members and other participants at this Golf Course. It outlines our commitment to a person’s right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment and abuse. Our policy informs everyone involved at our Golf Course of their legal and ethical rights and responsibilities and the standards of behaviour that are expected of them. It also covers the care and protection of children participating in our programs and activities.

## 3. To Whom Our Policy Applies

This policy applies to everyone involved in the activities of the Golf Course whether they are in a paid or unpaid/voluntary capacity and including:

- club committee members, administrators and other club officials;
- other personnel participating in events and activities;
- members, including any life members;
- parents or spectators; and
- staff

## 4. Extent of Our Policy

Our policy covers all matters directly and indirectly related to the Golf Course and its activities. In particular, the policy governs unfair actions, breaches of our code of behaviour and behaviour that occurs on the course, in the facility, at social events organised or sanctioned by Management. It also covers private behaviour where that behaviour brings the Golf Course or sport into disrepute or there is suspicion of harm towards others.

## 5. Management Responsibilities

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of this policy in an appropriate manner;
- recognise and enforce any penalty imposed under this policy;
- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies (\*during membership onboarding process);
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to our legal department

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national bodies request to be referred to them.

## 6. Member Responsibilities

Everyone associated with the Golf Course must:

- make themselves aware of the contents of this policy;
- comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy and other adopted guidelines;

- consent to Management’s screening requirements set out in this policy, and any state or territory Working with Children checks 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;
- treat other people with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour; and
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment, bullying or other inappropriate behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this policy.

## **7. Protection of Children**

### **7.1 Child Protection**

The Golf Course is committed to the safety and wellbeing of children and young people who participate in golf activities or use our services and facility. We support the rights of the child and will act at all times to ensure that a child safe environment is maintained. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants.

The Golf Course acknowledges the valuable contribution made by our staff, members and volunteers and we encourage their active participating in providing a safe, fair and inclusive environment for all participants.

### **7.2 Supervision**

Children under the age of 16 must be supervised at all times by a responsible adult on course. We endeavour to provide an appropriate level of supervision at all times. If a member finds a child under the age of 16 is unsupervised, they should assume responsibility for the child’s safety until the child’s parent/guardian or supervisor is located, or call the pro shop to report the issue.

## **8. Discrimination, Harassment and Bullying**

The Golf Course 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, harassment and bullying.

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, harassed or bullied.

### **8.1 Discrimination**

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by State or Federal anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

- **Direct discrimination** occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably because of that personal characteristic.
- **Indirect discrimination** occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement, condition or practice is not reasonable.

For the purpose of determining discrimination, the offender’s awareness and motive are irrelevant.

## 8.2 Harassment

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 protected by State or Federal anti-discrimination legislation.

The offensive behaviour does not have to take place a number of times, a single incident can constitute harassment.

Sexual harassment is one type of harassment. Sexual harassment involves unwelcome conduct, remarks or innuendo of a sexual nature. It covers a wide range of behaviours and can be verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex.

Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws.

The following is a list of all the personal characteristics that apply throughout Australia:

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;
- national extraction or social origin;
- marital status, relationship status, identity of spouse or domestic partner;
- pregnancy, potential pregnancy, breastfeeding;
- family or carer responsibilities, status as a parent or carer;
- age;
- religion, religious beliefs or activities;
- political beliefs or activities;
- lawful sexual activity;
- sexual orientation and gender identity;
- profession, trade, occupation or calling;
- irrelevant criminal record, spent convictions;
- irrelevant medical record;
- member of association or organisation of employees or employers, industrial activity, trade union activity;
- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.

Legislation also prohibits:

- racial, religious, homosexual, transgender and HIV/AIDS vilification; and
- victimisation resulting from a complaint.

## 8.3 Bullying

The Golf Course is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable at our Golf Course.

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

Whilst generally characterised by repeated behaviours, one-off instances can amount to bullying.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;

- excluding or isolating a group or person;
- spreading malicious rumours; or
- psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs through the use of technology. 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 Golf Course will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. (Refer to Item 10 of this policy.)

## **9. Inclusive practices**

The Golf Course is welcoming and we will seek to include members from all areas of our community.

The following are examples of some of our inclusive practices.

### **9.1 People with a disability**

The Golf Course will not discriminate against any person because they have a disability. Where it is necessary, we will make reasonable adjustments (e.g. modifications to equipment and rules) to enable participation.

### **9.2 People from diverse cultures**

We will support, respect and encourage people from diverse cultures and religions to participate in at our Golf Course and where possible we will accommodate requests for flexibility (e.g. modifications to uniforms).

### **9.3 Sexual & Gender Identity**

All people, regardless of their sexuality or gender identity, are welcome at the Golf Course. We strive to provide a safe environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

## **10. Responding to Complaints**

### **10.1 Complaints**

The Golf Course takes all complaints about on and off-course behaviour seriously. We will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously;
- the *complainee* is given full details of what is being alleged against them and given the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

More serious complaints may be escalated to our corporate office.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then the Golf Course may need to report the behaviour to the police and/or relevant government authority.

### **10.2 Complaint Handling Process**

When a complaint is received by the Golf Course, the person receiving the complaint (e.g. Manager, Member Protection Information Officer) will:

- listen carefully and ask questions to understand the nature and extent of the concern;

- ask the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the Golf Course will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about;
- bringing all the people involved in the complaint together to talk objectively through the problem;
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to our head office; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to our head office and an investigation is conducted, the Golf Course will:

- co-operate fully with the investigation;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on our head office's association's recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

### **10.3 Disciplinary Sanctions**

The Golf Course may, at its complete discretion, take disciplinary action against anyone found to have breached our policy or made false and malicious allegations.

Possible sanctions that may be taken include:

- a direction that the individual makes a verbal and/or written apology;
  - counselling of the individual to address behaviour;
  - withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by the Golf Course;
  - suspension or termination of membership, participation or engagement in a role or activity;
  - any other form of discipline that the Golf Course considers reasonable and appropriate.
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## **MEMBER PROTECTION DECLARATION**

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The Golf Course has a duty of care to all those associated with our facility and to all the individuals and organisations to whom this policy applies.

At the Golf Course, we are 100% committed to the goals of this Member Protection Policy and other adopted guidelines.

By signing up as a member of our Golf Course, you agree to comply with the conditions of this policy and to demonstrate the etiquette required to assist us in its outcomes.

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