

Jamberoo Golf Club



MEMBER POLICY

August 2018

Updated

3 May 2024

IMPORTANT NOTE:

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

- formally incorporated or adopted into a club's constituent documents (being the Memorandum and Articles of Association; or the rules, regulations or by-Laws made under the constituent documents.
- be agreed to as part of a membership application, agreement, form, other contract with the Club, which relevant members and other persons intended to come within the scope of this policy are required to sign.

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MEMBER POLICY

1. Introduction

Club Vision

Our vision is to provide a user friendly, safe golf course which will benefit the players, the community and encourage social intercourse between members of the club.

Club Mission

Our mission is to enhance our Members' lifestyle through a high quality, value-for-money golfing experience by promoting the game of golf by providing opportunities for both recreational and competition golf.

2. Purpose of Our Policy

The main objective of the **Jamberoo Golf Club** ("our", "us" or "we") Member Policy ("policy") is to maintain responsible behaviour and the making of informed decisions by members and other participants in this club. 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 in our club of his or her 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 club's activities.

3. Who Our Policy Applies To

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

- club committee members, administrators and other club officials;
- coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;
- support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- referees, umpires and other officials;
- athletes;
- members, including any life members;
- parents;

4. Extent of Our Policy

Our policy covers all matters directly and indirectly related to **Jamberoo Golf Club** and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of our code of behaviour and behaviour that occurs at training sessions, in the club rooms, at social events organised or sanctioned by the club (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings our club or sport into disrepute or there is suspicion of harm towards a child or young person.

5. Club Responsibilities

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and the 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;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to our *district/region/state or national body*.

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. Individual Responsibilities

Everyone associated with our club 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.
- consent to the 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

Jamberoo Golf Club is committed to the safety and wellbeing of children and young people who participate in our clubs activities or use our services. 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.

Jamberoo Golf Club 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.

7.1.1 Identifying and Analysing Risks of Harm

Jamberoo Golf Club will develop and implement a risk management strategy, which includes 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 action of an employee, volunteer, or another person.

7.1.2: Developing Codes of Conduct for Adults and Children

We will develop and promote a code of conduct that specifies standards of conduct and care we expect of adults when they deal and interact with children, particularly those in our care. We will also implement a code of conduct to promote appropriate behaviour between children.

The codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour. (See Attachment 2)

7.1.3 Choosing Suitable Employees and Volunteers

Jamberoo Golf Club will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

Jamberoo Golf Club will ensure that 'Working with Children Checks' and criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law. If a criminal history report is obtained as part of the screening process, **Jamberoo Golf Club** will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements. (See Attachment 1.3)

7.1.4: Support, Train, Supervise and Enhance Performance

Jamberoo Golf 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 club.

7.1.5: Empower and Promote the Participation of Children In Decision-Making And Service Development

Jamberoo Golf Club will promote the involvement and participation of children and young people in developing and maintaining a child-safe environment in our club.

7.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect

Jamberoo Golf Club will ensure that 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 ground that a child has been, or is being, abused or neglected (See Attachment 4).

In addition to any legal obligations, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child or is in breach of this policy they may make an internal complaint.

Please refer to our complaints procedure in section 10 of this policy.

Any person who believes a child is in immediate danger or in a life threatening situation, should contact the police immediately.

7.2 Supervision

Children under the age of [18] must be supervised at all times by a responsible adult. We endeavour to provide an appropriate level of supervision at all times. If a member finds a child under the age of [18] is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

For reasons of courtesy and safety, parents must collect their children on time. If it appears a member will be left alone with just one child at the end of any club activity, they will ask another member to stay until the child is collected.

7.3 Transportation

Parents and or guardians are responsible for organising the transportation of their children to and from club activities (e.g., training and games). Where we make arrangements for the transportation of children (e.g. for away matches or overnight trips), we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and the appropriate safety measures are in place (e.g. fitted working seatbelts).

7.4 Taking Images of Children

Images of children can be used inappropriately or illegally. We require that members, wherever possible, obtain permission from a child's parent or guardian before taking an image of a child that is not their own. We will also make sure that the parent or guardian understands how the image will be used.

To respect people's privacy, we do not allow camera phones, videos, and cameras to be used inside changing areas, showers and toilets which we control or are used in connection with our club.

When using a photo of a child, we will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the child's parent or guardian. We will not provide information about a child's hobbies, interests, school or the like to any person.

We will only use images of children that are relevant to our club's activities and we will ensure that they are suitably clothed in a manner that promotes our club. We will seek permission from a child's parent or guardian before using their images.

8. Discrimination, Harassment and Bullying

Our 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, harassment, and bullying.

It also supports the rights and wellbeing of its staff and volunteers and encourages their active participation in building and maintaining a secure and safe environment for all participants.

Jamberoo Golf Club acknowledges the valuable contribution made by its staff, members, and volunteers, and it encourages their active involvement in providing a safe, fair and inclusive environment for all participants.

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

Jamberoo Golf Club 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 club.

Every person, in every role, has the right to participate in an environment that is fun, safe, and healthy, and to be treated with respect, dignity and fairness. Bullying denies participants these rights and can result in feelings of disgrace, embarrassment, shame, or intimidation. Bullying can also affect an individual's athletic performance, level of enjoyment, work or school life, academic achievement, and physical and mental health.

It is prohibited by **Jamberoo Golf Club** under our Code of Conduct and can result in penalties and punishments being applied.

What is bullying?

Bullying is deliberately hurting a specific person either physically, verbally, psychologically, or socially. It involves a power imbalance where one person has power or strength (e.g., physical, mental, social, or financial) over another. It can be carried out by one person or several people who are either actively or passively involved.

Bullying can be a 'one-off' incident, but usually involves repeated actions or incidences.

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. **Jamberoo Golf Club** 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

Our club 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

***Jamberoo Golf Club** 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 our club 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 our club. 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.

9.4 Pregnancy

***Jamberoo Golf Club** is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our club's activities. We will not tolerate any discrimination or harassment against pregnant women.*

We 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 **Jamberoo Golf 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 bound by this policy, she may make a complaint (see section 10).

10. Responding to Complaints

Note: Clubs must ensure that this procedure accurately reflects the rules and procedures in their constituent documents, rules, regulations, or by-laws and that such documents enable them to take the disciplinary actions contemplated in this sections.

10.1 Complaints

Our club takes all complaints about on and off-course behaviour seriously. Our club will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously;
- the person making the complaint (complainant) will be given full details of what is being alleged against them and have 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 *district/region/state or national body*.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club 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 our club, the person receiving the complaint (e.g. President, Member Protection Information Officer) will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask what 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 club 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 (this could include external mediation);
- 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 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 *regional* association and an investigation is conducted, the club 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 regional 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

Our club may take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- be applied consistent with any contractual and employment rules and requirements;

- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach; and
- be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:

- a direction that the individual make 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 our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our club considers reasonable and appropriate.

10.4 Appeals

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to our *[district, regional, state or national]* association. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

[Note: It is considered good practice to have a process to appeal against a decision made in respect of a complaint. However, the grounds of an appeal should be specific, for example they may be limited to a denial of procedural fairness, on grounds of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club. The jurisdiction of the appeal body will need to be outlined in relevant constituent documents, rules, regulations, or by-laws which are binding on the complainant and respondent.]

Attachment 1.1: MEMBER POLICY DECLARATION

Jamberoo Golf Club has a duty of care to all those associated with our club and to the individuals and organisations to whom this policy applies. As a requirement of our Member Policy, we must enquire into the background of those who undertake any work, coaching or regular unsupervised contact with people under the age of 18 years.

I (name) of
..... (address) born/...../.....

sincerely declare:

1. I do not have any criminal charge pending before the courts.
2. I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence *[add other crimes you consider relevant e.g. narcotics]*.
3. I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, other forms of harassment or acts of violence *[add other crimes you consider relevant e.g. narcotics]*
4. To my knowledge there is no other matter that the club may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
5. I will notify the President of the club immediately upon becoming aware that any of the matters set out in clauses 1 to 4 above has changed.

Declared in the *State/Territory* of
on/...../.....(date) Signature

Parent/Guardian Consent (in respect of a person under the age of 18 years)

I have read and understood the declaration provided by my child. I confirm and warrant that the contents of the declaration provided by my child are true and correct in every particular.

Name:.....

Signature:.....

Date:

Attachment 1.2: WORKING WITH CHILDREN CHECK REQUIREMENTS

Working with Children Checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm.

They assess the suitability of people to work with children and young people and can involve:

- criminal history checks;
- signed declarations;
- referee checks; and
- other relevant background checks to assess a person's suitability to work with children and young people.

Working with Children Check requirements vary across Australia. [Fact Sheets](#) for each state and territory are available on the Play by the Rules website: www.playbytherules.net

Detailed information, including the forms required to complete a Working with Children Check, are available from the relevant agencies in each state and territory.

Australian Capital Territory

Contact the Office of Regulatory Services

Website: www.ors.act.gov.au/community/working_with_vulnerable_people_wvvp

Phone: 02 6207 3000

New South Wales

Contact the Office of the Children's Guardian

Website: www.kidsguardian.nsw.gov.au/check

Phone: 02 9286 7276

Northern Territory

Contact the Northern Territory Screening Authority

Website: www.workingwithchildren.nt.gov.au

Phone: 1800 SAFE NT (1800 723 368)

Queensland

Contact the Queensland Government Blue Card Services

Website: www.bluecard.qld.gov.au

Phone: 1800 113 611

South Australia

Contact the Department for Education and Child Development

Website: www.families.sa.gov.au/childsafes

Phone : 08 8463 6468.

National Police Check: www.police.sa.gov.au/services-and-events/apply-for-a-police-record-check

DCSI Child Related Work Screening: <http://www.dcsi.sa.gov.au/services/screening>

Tasmania

Contact the Department of Justice

Website: www.justice.tas.gov.au/working_with_children

Phone: 1300 13 55 13

Victoria

Contact the Department of Justice

Website: www.workingwithchildren.vic.gov.au

Phone: 1300 652 879

Western Australia

Contact the Department for Child Protection

Website: www.checkwwc.wa.gov.au

Phone: 1800 883 979

Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

In certain jurisdictions, temporary, time limited exemptions from working with children checks may be available for interstate visitors with a Working with Children Check in their home state.

The laws providing interstate exemptions are not consistent across Australia.

If an employee or volunteer for your club is travelling interstate to do work that would normally require a working for children check, you will need to check the relevant requirements of that state or territory.

Attachment 2: CODE OF CONDUCT

JAMBEROO GOLF CLUB CODE OF CONDUCT

JAMBEROO GOLF CLUB CODE OF CONDUCT AND DISCIPLINARY POLICY

1. Introduction

The purpose of this code is to assist members and guests of Jamberoo Golf Club to know and understand the standards of behaviour expected, and shall apply at all times when at Jamberoo Golf Club, or representing Jamberoo Golf Club in Golf Illawarra or Ladies Golf Illawarra competitions.

The policy sets out the disciplinary process and outlines to all players and members how to make a complaint and how the disciplinary process of Jamberoo Golf Club works.

2. Code of Conduct

As a member of Jamberoo Golf Club a certain standard of behaviour is expected that reflects the basic requirements of fair play, integrity, courtesy, and respect to be shown to all other members, competitors, officials and the public.

Without limiting the basic requirements of fair play, integrity, courtesy, and respect, matters of conduct likely to reflect unfavourably on the game include:

- Bad temper, club throwing, foul and abusive language.
- Failure to adhere to the rules and etiquette of the game of golf
- Unsportsmanlike conduct and unnecessary gamesmanship
- Physical violence and threatening behaviour

A person engaging in any behaviour that may be detrimental to the game of golf or Jamberoo Golf Club is in breach of the code of conduct and should be reported to the Club Captain.

It is in the best interests of the game that such behaviour is reported and all players and members are encouraged and have a duty to report such behaviour.

3. Disciplinary Committee

The Board of Jamberoo Golf Club will appoint a Disciplinary Committee to oversee the complaints procedure set out in Section 4 and to conduct investigations, hearings and impose penalties within the guidelines in Section 7 as may be deemed necessary.

The Committee will be made up of:

- Club Captain and Club President or their delegate
- A member of the Jamberoo Golf Club Board

The Disciplinary Committee will be responsible for implementing this policy in a fair and impartial manner. The Club President will act as Chair and Convenor.

4. Complaints Procedure

Complaints may be made by any person including a competitor, member, visiting guests, and other associated golf club members.

Complaints must be made in the first instance to the Club Captain of the Jamberoo Golf Club, within 3 working days of the matter occurring. These must be then followed up in writing in an acceptable timeframe.

Once received the Club Captain will determine the offence, and grade it in accordance with Section 5 below. The Club Captain will then take the following actions;

- a. If the matter is Grade 1, of a minor nature, the Club Captain will discuss the complaint with the person(s) involved and deal with the complaint by either dismissing the complaint or deal with it by way of the first step in Appendix 2 whereupon the matter will be closed;
- b. If the matter is Grade 1, but the person involved has already had step one of Appendix 2, then the Club Captain will discuss the complaint with the person(s) involved and either dismiss the complaint or deal with it by way of the second step in Appendix 2;
- c. If the matter is a Grade 2 or 3 offences, or involves a Grade 1 suspension or expulsion, the Club Captain will carry out a preliminary investigation and gather all the facts of the complaint as is reasonably available within seven days from the receipt of the Complaint notice. This may include speaking to the accused person and getting a written report from that person. The matter will then be referred to The Disciplinary Committee in accordance with paragraph 6.

The Club Captain will be responsible for keeping all parties involved informed about the complaints process.

5. Grading of Complaints

All complaints and charges are to be graded 1 to 3 with one being the lightest grading and three the most serious. This is done by reference to Appendix 1 and the following notes.

The Club Captain is required to determine the grading of the offence. The grading allocated will determine the action to be taken and the potential penalty a player may receive. Therefore consistency of grading across offences is important and it is a requirement that records are kept to support the grading process.

On some occasions, the Club Captain may not recommend a grading because of the seriousness of an incident and may automatically refer the charge to the Disciplinary Committee.

6. Disciplinary Committee Functions

The disciplinary committee will meet on an as required basis to perform the following functions:

- Review complaints information notices in relation to grade 1 offences and ensure consistency in application
- Consider all grade 2 and 3 complaints and appeals to a grade 1 penalty
- Where necessary hold investigations, including a hearing into the complaint or appeal

Notice of any hearing of the Disciplinary Committee shall be given, in the case of a complaint, to the person or persons the subject of the complaint and the complainant; and in the case of an appeal, to the persons affected by the appeal and the appellants.

The notice will specify the date time and place of any hearing and will be accompanied by copies of all material relevant to the complaint. The notice will also specify if the hearing is to be attended by written submissions or whether the parties are required to attend in person, with the opportunity to have representation attend also. Hearings will be in private with only the accused and his/her representative and the Disciplinary Committee.

No formal legal representative or counsel shall be entitled to attend, provided that the Disciplinary Committee may receive such legal advice as it deems necessary.

Any participant to the hearing will advise if a conflict of interest could be lodged by any party.

7. Decisions and Penalties

If a complaint is upheld by the Disciplinary Committee, it shall give its decision in writing, within 5 days, with reasons for the decision and any penalty imposed.

It would be expected that the Disciplinary Committee will deal severely with proven cases of serious misconduct and in some cases the conduct may constitute a criminal offence in which case the matter should be referred to the Police.

Appendix 1

General examples of grading of complaints of conduct likely to bring the game into disrepute (not an exhaustive list)

Grade 1 Offences

- Bad language
- Improper treatment of equipment, including throwing of clubs
- Use of club other than within the intentions of the game e.g. damaging trees with clubs etc
- Ill-mannered behaviour
- Failure to complete a round when representing the club in any sanctioned tournament/interclub match

Grade 2 Offences

- Behaviour bringing the club into disrepute
- Theft of minor items
- Excessive or offensive bad language
- Verbal abuse or threatening behaviour to another player
- Breaking clubs

Grade 3 Offences

- Any serious misuse of alcohol or drugs on the course or club premises
- Serious theft

JGC Member Policy

- Assault of a player, official, member, guest or member of the public
- Bullying, sexual or verbal harassment

Appendix 2

Grade 1 Offence

If no previous offences any one of the following processes will be adopted:

1. Verbal warning with notice on file;
2. Written warning issued to member;
3. Penalty of suspension imposed by Disciplinary Committee;

If the next incident is a Grade 2 offence then that process will override the above.

Grade 2 Offence

If no previous offences any one of the following process will be adopted depending on the seriousness of the offence:

1. Written warning issued to member;
2. Penalty of suspension imposed by Disciplinary Committee;
3. Penalty of expulsion as determined by the Disciplinary Committee

If the offence is considered serious, or there are other recent offences, then a step can be passed at the discretion of the Disciplinary Committee.

Grade 3 Offence

Depending on the seriousness of the offence any one of the following actions may be adopted;

1. Written warning issued to member;
2. Penalty of suspension imposed by Disciplinary Committee;
3. Penalty of expulsion as determined by the Disciplinary Committee

Step 1 will only be taken if the offence is of a lesser scale otherwise a penalty of suspension will usually be imposed.

A clean slate policy will apply to any offence after a twelve month period from date of last penalty.

Attachment 3: COMMITTEE DUTY STATEMENTS

The Greens Committee of Jamberoo Golf Club.

Golf course management is an extremely complex profession, a balance of science and art, surface preparation and compliance management. At Jamberoo the role of the head greenkeeper is more diverse than ever before. He is required to oversee areas that include: Turf management; WHS management; Agronomy; Asset management; Human resources; Irrigation management; and Environmental management.

Together we all have one common goal... SUSTAINABLE, CONSISTENT QUALITY PLAYING SURFACES.

The role of the greens committee

The Greens Committee's responsibility is the management of the golf course. The head greenkeeper is the best person to advise us on the needs of the turf, maintenance problems and solutions, and budgetary requirements of the course. Entrusting the head greenkeeper and the staff with the operational aspects of course management allows the Greens Committee to focus on policy and longer term planning issues and communication with golfers, which are critical to the effective management of the course as an asset.

Utilising the knowledge and experience of our greenkeeper and staff, to develop an effective vision for the course, as well as strategic and business plans to assist short and long term management. The head greenkeeper's objective is to provide the committee with the information it needs in order to make decisions in the best interests of the club.

Planning

Golf club management requires a business approach to ensure reliable financial and service performance. Therefore like any successful business, a golf club should have a clear direction for each area of its operation, and the course is no different. The golf course is a dynamic and at times unpredictable area to manage, with factors beyond anyone's control significantly impacting the daily management requirements of the course. As a result, attention is often focused on the issues of the day, rather than the longer term needs of the course. In this environment, it is critical to have a 'game plan' that ensures that despite the inevitable deviations and distractions, there is a consistent focus on the fundamental requirements of the golf course.

Plans can then be prioritised (Strategic Plan), with financial considerations being a critical component of the decision making process, to ensure that any work undertaken is done so for the long-term benefit of the course and within the club's means.

The Greens Committee has a vital role in bringing the vision, strategic and business plans to fruition by ensuring the course management team has the support and resources they need.

Jamberoo Golf Club Men's Pennant Teams

Purpose: To provide an open and consistent model for selection of the representative men's Pennant Teams for JGC.

Responsibility: Club Captain and Match Committee

Policy Adopted: 20 November 2023

Pennant Team Selection

1. The Match Committee is responsible for the selection of Pennant Team players, captains and managers.
2. At appropriate times (at least 12 weeks prior to commencement of each Pennant competition) the Match Committee will call for nominations from members of JGC for Pennant selection. This may be by letter/email to club members and/or by notice on the JGC notice board or web page or personal invitation.
3. The nomination form will not be team specific; the selection panel will select players into appropriate teams.

4. Selection criteria for team players should include, but not be limited to:

- **players must be full financial members of JGC**
- players must have supported JGC by playing regularly in JGC Saturday or Wednesday competitions during the preceding 12 months.
- recent stroke play form
- previous match-play experience and performance in Pennant competitions
- participation and performance in JGC match-play championships
- participation and performance in JGC stroke-play championships
- priority to lower handicap players (if all other criteria are similar) in A, B and C Pennant teams
- a commitment to being available for a majority of matches
- player conduct – exemplary conduct and sportsmanship is expected from players, officials (and any team supporters)
- match-play selection trials if required

5. Where more than one team is entered in the same competition, the teams will be selected as a “green” and “red” (JGC club colours) team, based on player GA handicaps, and mindful of the need for a range of handicaps for the White Horse Cup team(s).

6. The selection panel will choose the Team Captain(s). Team Captains do not necessarily have to be playing members of the team.

7. Team Managers: if required, the selection panel will select Team Managers in consultation with the Team Captain. In the case of non-playing team captains, no manager need be selected.

8. Each selected team will consist of the minimum number of players required for each match, and a number of reserves. As a guide, the number of reserves will be determined by the number of round matches to be played: less than 5 rounds, select 1 reserve; 5-8 rounds, select 2 reserves; greater than 8 rounds, select 2-3 reserves.

9. **Team captains will select the players for each match.** Captains may consult with the selection panel for advice regarding player selection for matches. Selection criteria will include, but not be limited to the:

- familiarity of players with the course to be played.
- current form of players.

10. Entitlements for Players/Captains/Managers of JGC Pennant Teams:

- each player/captain/manager will be supplied with one JGC shirt with the Club logo attached per Pennant season
- each playing team member will be given 1 golf ball prior to each of their matches (this does not apply to the non-playing reserves)

Financial

The JGC Match Committee and the JGC Board will agree on the amount of money that the Club will provide for the men’s Pennant Teams.

General Information for Pennant Teams

1. Each Pennant Team is able to undertake fund raising activities, or obtain sponsorship from individuals or businesses for extra clothing, golf balls, and travel and/or meal expenses; however, these must first be approved by the Match Committee and the JGC Board. All monies collected through fund raising or sponsorship must be fully accountable, and readily accepted by the Club to meet any agreed costs.

2. Teams will be responsible for making their way to and from matches. Club funds will not be used to pay for hired transport arrangements or petrol. If players wish to hire group transport, they must do so at their own expense.
3. Catering and refreshments for away matches will be either provided by the home Club or paid for by the players.
4. In conjunction with the JGC Golf professional, or other appropriate person(s), seminars on course management and strategies for match-play, coaching sessions or any other training may be conducted for the selected teams as deemed appropriate by the Match Committee if possible.
5. All players selected to represent JGC are expected to:
 - play fairly and in a manner consistent with accepted golf etiquette
 - show respect to their opponent, the competition, and the host Club
 - assist their team Captain in a positive way
 - help with preparations when their team hosts visiting clubs

Club Captain

The Club Captain:

- will obtain the applicable Pennant Rules and Pennant Competition draws from Golf NSW (Illawarra) and distribute these to the JGC Pennant Team captains
- may discuss with eligible members of JGC any interest they may have in playing Pennants for JGC and ask them to nominate for team selection.
- will be the Chairperson of the Pennant-selection panel determined by the Match Committee unless he/she excludes himself/herself.
- As Chairperson of the Match Committee, will call for nominations from members of JGC for Pennant selection. This may be by letter/email to club members and/or by notice on the JGC notice board.
- as Chairperson of the Pennant-selection panel, will convene meetings as required to select the JGC Pennant Team captains and players
- will ensure the names of all players selected to represent JGC in men's Pennants are nominated to Golf NSW (Illawarra) prior to the specified closing date, along with their correct GA handicaps, phone numbers, email addresses, and Golflink numbers
- will provide to the JGC Pennant Team Captains a list of the players selected in their respective teams, along with the players' GA handicaps, phone numbers, email addresses, Golflink numbers, and shirt sizes
- will announce the pennant Team selections on the JGC noticeboard and on the "Daily Cow"
- will book tee times for each home Pennant match day into the JGC booking system as soon as practicable so as to avoid clashes with social bookings, and will notify Golf Illawarra of these arrangements by 30 October of the year preceding the next pennant season
- will agree on a design and colour scheme for Pennant Team shirts and caps
- will arrange for the ordering and purchase (consistent with the Pennant budget) of golf balls (given to playing team members prior to each match), and JGC Club shirts and caps, which will be given to the Pennant players prior to their first match
- will arrange for a Rules Official to be available at all home pennant matches
- will assist Team Captains arrange food and drinks for all JGC and visiting players at JGC home matches

Team Captains

1. Team Captains are responsible for the overall management and conduct of their respective teams, including week-by-week team selections, and on match day.
2. Team Captains must be fully conversant with the Rules of Golf and in particular those relating to match-play, and the Golf Illawarra Pennant Rules. If unsure, they should consult with the JGC Club Captain.

3. Team Captains will arrange team meetings, training/coaching sessions, or any other activity that is deemed appropriate, to achieve the best result possible for that team during the Pennant season.
4. Team Captains will discuss their week-by-week team selection policy with the team prior to the first match.
5. Team Captains or Managers will ascertain whether any players are unavailable for any matches during the season.
6. Team Captains or Managers will notify all players in his team by the Wednesday of match week of who will be playing the next match, the likely order of play, and any specific dress regulations the host club may have.
7. Team Captains or Managers will liaise with the Club Captain prior to each home game to arrange the preparation and serving of a meal and drinks to the JGC and all visiting players. The Club Captain will notify the Team captain of the allocated budget for these expenses.
8. On match day the Team Captain or Manager will:
 - ensure the players selected to play have arrived at the playing venue 45 minutes prior to the first tee-off time for the team
 - notify the reserve player they will be required to play if a selected player has not arrived at the venue 20 minutes prior to the team's first tee-off time
 - will provide the names of the team players on the appropriate form to the host club starter in correct order, and showing the correct handicaps, at least 15 minutes prior to the team's first tee time (as per Golf Illawarra Pennant Rules)
 - exchange team lists, in correct playing order, with their opposing Captain at least 15 minutes prior to the first tee time and confirm daily handicaps.
 - provide the playing members of his team with a golf ball (provided by JGC)
 - notify team members of any local rules and of shots to be given or taken.
 - provide meal and drink vouchers to each player
 - ensure the results of each match on the official Results Form are correct, and then sign the form
 - obtain a copy of the Result Form from the host club for future reference
 - will provide a short report of the match to the editor of the "Daily Cow" by the Tuesday following the match, for inclusion in the JGC "Daily Cow"
 - at home matches, will arrange (with the assistance of the JGC Club Captain), supervise and ensure (with the assistance of the JGC players and supporters) the provision of a meal and drink (beer or soft drink) to the visiting players.

The Match Committee at JGC

The Match Committee is responsible to the Board of Directors for the administration of all aspects of men's and mixed golf at the club. With the board/committee's endorsement, the Club Captain may invite others members onto the Match Committee as required.

The Club Captain will call meetings as required with 4 formal meetings before the Board meeting in January, April, August and November.

To implement their role the Match Committee will consider the following:

- Rules of Golf: To adjudicate on all disputes relating to the rules of golf.
- Be available as rules officials as necessary.

Course Condition

- Framing local rules in accordance with the rules of golf and implement any 'temporary local' or 'local' rules.
- Determine the areas of the course that are GUR.

- Ascertain if conditions of the course are suitable for play.
- Instructions relating to course designation, placement of tees and pins in conjunction with the advice of the Course Superintendent. Assist, if required, the ground staff in the setup of the course for major events in the marking of GUR and hazards.

Competitions

- Develop and implement Match Committee policies and procedures.
- Advise the captain in the preparation of the annual programme of golf competitions and events.
- Determine the conditions of play and results of golf events and managing all matters affecting competitions, matches and general play on the course.
- Help organise major events.
- Oversee the pace of play policy.
- Oversee handicapping, course ratings and score card design and production.
- Oversee the maintenance of the club result page and members trophy and ball accounts.
- Review the field sizes and time sheet pressure to ensure comfortable playing conditions are maintained.
- Maintain honour boards and perpetual trophies.

Discipline relating to golf matters.

- Minor issues will be dealt with by the Club Captain.
- Serious issues will be dealt with by the Full Match Committee and if necessary the Board of Directors.

Control of Competitions

- All competitions will remain under the control of the Match Committee, which reserves the right to cancel or vary any competition.
- Any disputes arising out of play must be referred to the Match Committee who will rule on the dispute in accordance with the Rules of Golf and any promulgated Conditions of Play and Local Rules in force. Generally a ruling will be available before close of play but in exceptional circumstances may take longer if it has to be referred to higher golfing authorities.
- No trophy will be awarded in a competition until all cards have been checked by the duty Scorer, appointed by the Match Committee and any disputes settled. The Match Committee will be responsible for dealing with all disputes arising out of the play that have been referred for appropriate action.
- Each competitor will be responsible for ensuring that their completed score card, duly signed by the player and the marker, is entered on the computer and placed in the scorecards box or handed to the duty Scorer, appointed by Club Captain, immediately following completion of the round. Failure to do so will in most cases result in disqualification for that competition. Any cards not received in this manner will be subject to "No Card Recorded" action.

Representative Pennant teams

- To assist the captain in the selection of representative Pennant Teams and their captains and managers.

Adopted August 2016

<p>Description of alleged issue</p>	
<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p><input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination</p> <p><input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods</p> <p><input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse</p> <p><input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation</p> <p><input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision</p> <p><input type="checkbox"/> Other</p>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	

Follow-up action	
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PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 000.

Fact sheets on reporting allegations of child abuse in different states and territories are available at www.playbytherules.net.au

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

All people working with *Jamberoo Golf Club* in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below.

Step 1: Receive the allegation.

If a child or young person raises with you an allegation of child abuse or neglect that relates to them or to another child, it is important that you listen, stay calm and be supportive.

Do	Don't
Make sure you are clear about what the child has told you	Do not challenge or undermine the child
Reassure the child that what has occurred is not his or her fault	Do not seek detailed information, ask leading questions or offer an opinion.
Explain that other people may need to be told in order to stop what is happening.	Do not discuss the details with any person other than those detailed in these procedures.
Promptly and accurately record the discussion in writing.	Do not contact the alleged offender.

Step 2: Report the allegation.

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.
- Contact the relevant child protection agency or police for advice if there is **any** doubt about whether the allegation should be reported.
- If the allegation involves a person to whom this policy applies, then also report the allegation to the *President of Jamberoo Golf Club* so that he or she can manage the situation.

Step 3: Protect the child and manage the situation

- The *President or their delegate* will assess the immediate risks to the child and take interim steps to ensure the child's safety and the safety of any other children. This may include redeploying the alleged offender to a position where there is no unsupervised contact with children, supervising the alleged offender or removing/suspending him or her until any investigations have been concluded. Legal advice should be sought before any interim steps are made if the person is an employee of *Jamberoo Golf Club*
- The *President* will consider what services may be most appropriate to support the child and his or her parent/s.
- The *President* will consider what support services may be appropriate for the alleged offender.
- The *President* will seek to put in place measures to protect the child and the alleged offender from possible victimisation and gossip.

Step 4: Take internal action

- At least three different investigations could be undertaken to examine allegations that are made against a person to whom this policy applies, including:
 - a criminal investigation (conducted by the police)
 - a child protection investigation (conducted by the relevant child protection agency)
 - a disciplinary or misconduct inquiry/investigation (conducted by *Jamberoo Golf Club*).
- *Jamberoo Golf Club* will assess the allegations and determine what action should be taken in the circumstances. Depending on the situation, action may include considering whether the alleged offender should return to his or her position, be dismissed, banned, or suspended or face other disciplinary action.
- If disciplinary action is undertaken, we will follow the procedures set out in *Clause 7* of our Member Policy.
- Where required we will provide the relevant government agency with a report of any disciplinary action we take.
- **Contact details for advice or to report an allegation of child abuse**

Australian Capital Territory	
ACT Police Non-urgent police assistance Ph: 131 444 www.afp.gov.au	Office for Children, Youth and Family Services http://www.communityservices.act.gov.au/ocyfs/reporting-child-abuse-and-neglect Ph: 1300 556 729
New South Wales	
New South Wales Police Non-urgent police assistance Ph: 131 444 www.police.nsw.gov.au	Department of Family and Community Services www.community.nsw.gov.au Ph: 132 111
Northern Territory	

<p>Northern Territory Police Non-urgent police assistance Ph: 131 444 www.pfes.nt.gov.au</p>	<p>Department of Children and Families www.childrenandfamilies.nt.gov.au Ph: 1800 700 250</p>
Queensland	
<p>Queensland Police Non-urgent police assistance Ph: 131 444 www.police.qld.gov.au</p>	<p>Department of Communities, Child Safety and Disability Services www.communities.qld.gov.au/childsafety Ph: 1800 811 810</p>
South Australia	
<p>South Australia Police Non-urgent police assistance Ph: 131 444 www.sapolice.sa.gov.au</p>	<p>Department for Education and Child Development www.families.sa.gov.au/childsafes Ph: 131 478</p>
Tasmania	
<p>Tasmania Police Non-urgent police assistance Ph: 131 444 www.police.tas.gov.au</p>	<p>Department of Health and Human Services www.dhhs.tas.gov.au/children Ph: 1300 737 639</p>
Victoria	
<p>Victoria Police Non-urgent police assistance Ph: (03) 9247 6666 www.police.vic.gov.au</p>	<p>Department of Human Services www.dhs.vic.gov.au Ph: 131 278</p>
Western Australia	
<p>Western Australia Police Non-urgent police assistance Ph: 131 444 www.police.wa.gov.au</p>	<p>Department for Child Protection and Family Support www.dcp.wa.gov.au Ph: (08) 9222 2555 or 1800 622 258</p>

CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in *Procedure for Handling Allegations of Child Abuse* have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)		Date Formal Complaint Received: / /
Role/status in sport		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in sport	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	

Government agency contacted	Who: When: Advice provided:
President and/or MPIO contacted	Who: When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position: Signature: / /
Signed by	Complainant (if not a child)

This record and any notes must be kept in a confidential and safe place and provided to the relevant authorities (police and government) should they require them.