

All By-Laws are to be read and considered in conjunction with the Rules of the Club as contained in the Constitution. In the event of any ambiguity the Rules will take precedence. The authority of the Committee of Management to create and/or amend By-Laws is described in the Club Constitution at Rule 40 in part 5.

CODES OF CONDUCT - BY-LAW

AS AT – JUNE 2014

Note: The abbreviation COM refers to the Committee of Management.

1. Purpose and coverage

The purpose of these Codes of Conduct is to provide members, guests, visitors and staff, with guidance on the standards of behaviour expected of them while they are on the Club premises. This is to ensure everyone can enjoy the amenities provided by the Club in a safe and responsible manner.

Codes of Conduct differ from rules in that they address acceptable / unacceptable behaviour. They apply equally to members of the Committee of Management, and all those who may represent the Club in any capacity elsewhere.

There are Codes that apply to everyone and Codes that also apply to specific groups.

- These Codes generally include a range of standards that might not necessarily lead to disciplinary action against Members.
- Members will clearly know what is expected of them in terms of their behaviour or actions.
- Members will also know what conduct and actions are prohibited or frowned upon by the membership.
- No Member will be able to use ignorance as a defence in any disciplinary action that is brought against them by, or with the authority of the Committee of Management (COM).

2. General Code of Conduct

All Members, Visitors, Staff and COM Members are expected to conduct themselves in a manner which:

- a) Creates an environment that is reflective of their personal integrity, honesty, good sportsmanship, and respect.
- b) Acknowledges our Club as a family friendly environment and, therefore, refrains from using obscenities and loud boisterous behaviour.
- c) Observes the standard of etiquette required by Club By-Laws both on and off the golf course, bowling greens and any other sporting facilities, as well as in and around the Club House.
- d) Shows the utmost respect and dignity to fellow members, staff and visitors.
- e) Recognises that remarks or actions with racial or sexual implications are unacceptable.

- f) Does not denigrate, talk down to, nor have any physical or verbal altercation with, members, visitors or staff, and does not create strife or divisiveness.
- g) Recognises that smoking is not permitted anywhere within the Clubhouse.
- h) Is reflective of being a representative of our Club when at other Clubs or out in the community.
- i) Does not damage the character, goodwill, property or community view of our Club.
- j) Demonstrates an understanding that the Club Senior Administrator is responsible for instructing staff in their job performance and duties, and that members and visitors have no authority to instruct nor to reprimand staff.
- k) Limits the subject or the target of fines in an after game clubhouse fine session to humorous matters that have arisen out of, or been associated, with events on that particular day. Subjects outside that event, abusive or foul language are inappropriate.
- l) Is vigilant in reporting real or perceived safety hazards to staff.
- m) Complies with the inclement weather restrictions of the Club, including the provision that the Golf or Bowls Match Committee or the controlling body for any particular event may postpone play. In the case of Bowls, when the temperature at the weather station near the greens reaches 34 degrees C. In the case of Golf when the siren is sounded or the temperature reaches or is expected to exceed 37 degrees Celsius.
- n) Understands that, through the COM, members may make suggestions regarding the operation of the Club.
- o) Recognises that complaints should be made in writing to the Club administration, who may refer them to the COM or Club Captain as appropriate.
- p) Is reflective of an adherence to all Club Rules and By-Laws, (as an example)
 - Those contained in the Constitution.
 - The Occupational Health and Safety Policy
 - Dress Code.
 - Etiquette
 - Use of motorised Carts.

3. Additional Staff Code of Conduct

All staff are also expected to conduct themselves in a manner which:

- a) Compliments and reflects positively for the membership and visitors of a well kept and maintained environment, that is a source of pride in its' physical appearance.
- b) Is unobtrusive to members and visitors.
- c) Is open to feedback regarding immediate or potential safety hazards and handles it with appropriate urgency.

- d) Understands their job performance direction comes from the Superintendent and/or the Club Administrator and not from the membership or the COM.
- e) Respectfully refers questions and concerns regarding the performance of their duties to the Superintendent and/or the Club Administrator.

4. Additional Committee of Management Code of Conduct

All Committee Members are also expected to ensure a mechanism that will maintain a business environment, utilising a spirit of cooperation, that provides for smooth operation and a sound decision making process, by conducting themselves in a manner that:

- a) Embodies honesty, integrity and support for the best interests of the Club in carrying out their role in the day to day business and future planning for the Club.
- b) Provides for the membership an identifiable method to voice concerns in a proper and consistent manner. A respectful place where they have the freedom to voice concerns, ideas, suggestions, opposition or praise.
- c) Has a professional and healthy regard for confidentiality.
- d) Is consistent with the system of Management established in the Constitution, and all Laws and Regulations pertaining to the Club's incorporation and/or operating requirements.
- e) Complies with the principle that it is not acceptable for COM Members to undermine decisions made (democratically through the Committee process) by voicing to other groups or individuals that he/she is not in agreement with the decision made.
- f) Recognises and supports the Club Administrators and the Superintendent in their efforts to assign work to the staff and to monitor results.
- g) Understands the COM does not become involved in nor interfere with the managerial duties of the Administrators and /or Superintendent regarding assigning work or instructing staff in their performance.
- h) Complies with the Rules and requirements of the Constitution that are specific to their role and/or apply to their general administrative responsibilities.

5. Related references to Conduct and Disciplinary Action that are contained in the Club Constitution

NOTE : These are extracts only – that are relevant to the subject of this By-Law

Division 3 – Rights, Obligations and Liabilities of Membership

13. Rights and Privileges

- 13.1 An applicant becomes a member of the Club and, subject to rules 18.8 and 22.7.4 or any restriction imposed by the Club's Membership By-Laws, is entitled to enjoy the rights and privileges of membership when his or her name is entered in the register of members.

14. Obligations

All members must act in strict accordance with the rules and by-laws of the Club, the Club's Liquor Licence and all other relevant legislation.

40. Powers of the Committee

Without derogating from the generality of the powers conferred on the Club by the Act and these rules, the Committee shall have authority to -

- 40.7 make by-laws relating to the management and activities of the Club, the use of Club premises, golf course, bowling rinks and facilities and the conduct of persons using them;
- 40.8 discipline members in accordance with these rules where the Committee considers such action to be appropriate;

Division 4 – Disciplinary Action

20. Natural Justice

20.1 In applying a disciplinary procedure under rule 40.8, the Committee must ensure that the member who is the subject of disciplinary procedure is:

- 20.1.1 informed of the grounds upon which the disciplinary action is proposed to be taken, and
- 20.1.2 given an opportunity to be heard in relation to the matter.

22. Disciplinary Procedure

22.1 If an allegation in writing is made against a member to the effect that the member has refused or neglected to comply with the rules or by-laws of the Club or has been guilty of conduct that is unacceptable, unbecoming a member or prejudicial to the interests of the Club, the Committee shall convene a meeting within seven days to consider the allegation.

22.3 If the Committee decides to take disciplinary action against the member, the Committee shall:

- 22.3.1 decide whether the matter will be determined by the Committee or by a disciplinary subcommittee in accordance with rule 21, and
- 22.3.2 arrange a hearing at which the disciplinary action will be determined by unbiased decision-makers.

22.7 After due consideration of the matter, the decision-makers shall determine that:

- 22.7.1 no further action shall be taken in relation to the allegation;
- 22.7.2 a warning shall be issued to the member;
- 22.7.3 the member must apologise verbally or in writing for the alleged conduct by a date set by the decision-makers;
- 22.7.4 the member shall be suspended from membership of the Club for a period not exceeding twelve months, or
- 22.7.5 the member shall be expelled from membership of the Club.

Division 5 – Addressing Grievances

23. Grievances

A grievance under this division is a dispute under the rules between members, or between a member and the Club, and must be dealt with by the procedures set out in rule 24.