



# **MULGRAVE COUNTRY CLUB**

## **Squash & Racquetball Section**

### **Member Protection Policy**

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## Purpose of this policy

This Member Protection Policy (“policy”) aims to assist the Squash and Racquetball Committee (“Committee”) to uphold its values and objectives and create a safe, fair and inclusive environment for everyone associated with our section. It sets out our commitment to ensure that every person bound by the policy is treated with respect and dignity and protected from discrimination, harassment and abuse. It also seeks to ensure that everyone involved in our sport is aware of their key legal and ethical rights and responsibilities, as well as the standards of behaviour expected of them.

The contents of this policy describe the practical steps we will take to eliminate discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, the policy allows the Squash and Racquetball Committee to take disciplinary action against any person or organisation bound by this policy if they breach the policy.

The Squash and Racquetball Section is one of a number of sport sections within the Mulgrave Country Club. Members are still bound by Policies and Rules of Mulgrave Country Club, this Policy is designed to work in conjunction with existing Club policies.

Pennant teams are part of associations which have their own rules relevant to competition. Each member who is competing in pennant teams is required to comply with the rules of the competing association as well as Policies and Rule of Mulgrave Country Club.

## Introduction & Welcome to Mulgrave Country Club

If you are a new member then welcome and thank you for your support. If you are a returning member, welcome back!

We pride ourselves on being a Social Club promoting and encouraging sporting and other recreational activities. Being a member of the Club isn't just for the players, it's also for the families and friends of the players. The sporting sections are administered and run by volunteers, so it is vital that everyone participates to spread the load evenly across all Members, whether by helping on competition events, at training or at fundraising events. Without these contributions, we would not be able to function as a Club.

The future of any sport is dependent upon the safety and well-being of each member and the practice of sportsmanship at every level. Unfortunately sporting organisations face the prospect of encountering misconduct or bad behaviour at some time by one or more of its members.

The Squash and Racquetball Committee has adopted a Member Protection Policy to deal with the various types of misconduct and bad behaviour that may arise and to uphold the best interests of Squash and Racquetball. Whether coaching, leadership, volunteering or supporting, everyone connected to the Club represents the Mulgrave Country Club, and their behaviour reflects our values.

This policy has been produced to assist in maintaining Squash and Racquetball as a safe sport for all participants, while continuing to operate in the spirit in which the Mulgrave Country Club was founded.

Mulgrave Country Club, Squash and Racquetball Section are to:

- a. protect and provide a safe environment for all those who participate in Squash and Racquetball activities and events;
- b. provide guidelines to its Members for their protection while participating in Squash and Racquetball related activities and events;
- c. assist in the maintenance of the high level of sportsmanship in Squash and Racquetball;
- d. resolve problems relating to the conduct of players in their relations with each other, officials and the public; and
- e. assist in maintaining a positive attitude towards officials.

The Squash and Racquetball Committee believes that those who participate in the activities or events of the Club have the right to be treated with dignity and respect. They also have the right to have any complaints or charges dealt with in a just manner and to be given the opportunity to be heard before any penalties are imposed.

Please read through the enclosed Member's Protection Policy to familiarise yourself on how we operate and behave as a Club. This Policy should be read in conjunction with Mulgrave Country Club's other Policies in particular, Squash and Racquetball Section Committee & Member Guidelines and Rules as well as other squash association Policies and Guidelines.

Once again, thank you for being involved in our great Club as we strive to ensure every member enjoys the sports we offer.

### Chairperson

## Statement of Purpose and Values

The Mulgrave Country Club aims to provide an opportunity for players to participate in their chosen sport and enhance their health and wellbeing through these organised sports. The Club will, at all times, endeavour to provide for the health, welfare and well-being of its players, officials and spectators. This aim will be achieved by promoting and developing the following values and objectives:

### A sense of social and Club values

- An environment to nurture the physical and mental development of our members
- Respect for officials, opposition players and supporters
- The virtues of fair and disciplined play
- Equal opportunities for everyone
- A responsible environment in relation to alcohol.

### They will be realised by providing as far as reasonable

- Competent coaches and assistants
- Adequate facilities, amenities and equipment
- Supervised social functions encouraging family participation
- Regular communication and consultation with Playing Members
- Active leadership and Management of the Club.

All players, coaches, officials, supporters and Committee members have a responsibility at all times, when representing Mulgrave Country Club, to conduct themselves in an appropriate manner consistent with these values and Codes of Conduct.

## Position Statements

### Child Safety

The Committee is committed to the safety and well-being of all children and young people who participate in our sport or access 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 acknowledge the valuable contribution made by our members and volunteers and we encourage their active participation in providing a safe, fair and inclusive environment for all participants.

#### Statement of Commitment to Child Safety

- We have zero tolerance to child abuse
- We want children to be safe, happy and empowered
- We will encourage children and young people to be involved in developing and maintaining a child-safe environment for our sport
- We support and respect all children, as well as our coaches, officials, administrators and players
- We are committed to the safety, participation and empowerment of all children

- All allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures and reported immediately, as soon as practicable to the approved provider
- We will ensure that all our officials, coaches 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
- We are committed to preventing child abuse and identifying risks early, and removing and reducing these risks
- We will take all reasonable steps to ensure that our organisation engages 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 that Working with Children Checks are conducted for all officials, coaches 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
- We will ensure that all our officials, coaches 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
- We support and respect all children, as well as our educators, staff and volunteers
- We 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.
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children of diverse backgrounds, and to providing a safe environment for children with a disability

Further, 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, he or she may make an internal complaint to a Committee member.

### **Equal Opportunity & Tolerance Policy**

The Committee endorse and support Equal Opportunity and Tolerance for everyone. In summary, the Committee is committed to an environment which promotes tolerance by prohibiting certain conduct. An outline of what is considered to be vilification and/or discrimination is contained below:

- No player, spectator or team official shall behave in a way that humiliates, intimidates, ridicules, incites, threatens, vilifies or insults another person because of that person's race, gender, marital/parental status, physical or intellectual impairment, same sex preference, age or political affiliation or beliefs.
- To vilify someone is to speak ill of them.
- The behaviour may be in the form of name-calling, general abusive language or talking about someone behind their back.

## **Bullying**

The Committee 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 in our sport.

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 a 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 Committee will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. Frustration at a referee, teammate, coach, Club or sporting body should never be communicated on social networking websites. These issues should instead be addressed – in a written or verbal statement or a complaint – to the Committee.

Any person who believes they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy is encouraged to raise their concerns with a member of the Committee. A person may make an internal complaint, and in some circumstances, they may also be able to make a complaint to an external organisation.

## **Drugs and Alcohol**

The Club supports a zero tolerance to drugs and encourages the responsible consumption of alcohol. The Club enforces a strict no-alcohol environment when junior tournaments/pennant are played. This does not apply where juniors are participating in other pennant competitions (e.g Club Circuit). The Mulgrave Country Club is a Good Sports Club.

## **Social networking**

The Committee acknowledges the enormous value of social networking to promote our sport and celebrate the achievements and success of the people involved in our sport.

Social networking refers to any interactive website or technology that enables people to communicate and/or share content via the internet. This includes social networking websites such as Facebook, Instagram and Twitter.

We expect all people bound by this policy to conduct themselves appropriately when using social networking sites to share information related to our sport.

In particular, social media activity including, but not limited to, postings, blogs, status updates, and tweets:

- must not contain material which is, or has the potential to be, offensive, aggressive, defamatory, threatening, discriminatory, obscene, profane, harassing, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate;
- must not contain material which is inaccurate, misleading or fraudulent;
- must not contain material which is in breach of laws, court orders, undertakings or contracts;
- should respect and maintain the privacy of others; and
- should promote the sport in a positive way.

## Other relevant policies

Members are also bound by other policies, including:

All Mulgrave Country Club Policies

Squash and Racquetball Section Committee and Members Guidelines and Rules

The following National Squash Australia Policies:

- Protective Eyewear
- Member Protection
- Anti-Doping
- Match Fixing
- Sun Safety
- Illicit Drugs

### Squash and Racquetball Associations

Squash Australia: [www.squash.org.au](http://www.squash.org.au)

Squash Victoria and Racquetball: [www.squashvic.com.au](http://www.squashvic.com.au)

Victorian Squash Club Circuit: [www.clubcircuit.com.au](http://www.clubcircuit.com.au)

Victorian Masters Squash Association: [www.vmsasquash.com.au](http://www.vmsasquash.com.au)

Eastern Suburb Racquetball Association: [www.es-ra.com.au](http://www.es-ra.com.au)

## Codes of Behaviour

Our society expects high standards of behaviour from all people involved in sport and it is vital the integrity of sport is maintained. Squash Australia has in place a codes of behaviour, which the Committee endorses and supports.

Regardless of the nature of involvement in sport, *The Essence of Australian Sport* outlines four guiding principles for appropriate behaviour: Fairness, Respect, Responsibility and Safety. In applying *The Essence of Australian Sport* and enforcing the codes of behaviour below, organisations are endeavouring to provide safe and appropriate environments and quality services to their members, stakeholders and customers.

This Universal Sport Code of Behaviour should be a minimum standard for anyone involved in sport.

### Universal Sport Code of Behaviour

#### Fairness

- a. Operate within the rules and spirit of your sport, promoting fair play over winning at any cost.
- b. Encourage opportunities for participants to learn appropriate behaviours and skills.
- c. Encourage participation in all aspects of the sport.

#### Respect

- a. Treat each person as an individual.
- b. Display control, tolerance and courtesy to all involved with the sport.
- c. Value the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

#### Responsibility

- a. Ensure interaction with persons under the age of 18 years is appropriate and that unaccompanied and unobserved activities are avoided wherever practical.
- b. Adopt appropriate behaviour in relation to the use of alcohol and recreational and performance enhancing drugs.
- c. Act with integrity and accept responsibility for your actions.

#### Safety

- a. Ensure your actions contribute to a safe environment.
- b. Ensure your actions contribute to a harassment free environment.
- c. Do not tolerate violence or abusive behaviours.

## General Code of Behaviour

As a member of Squash Australia, a member association or an affiliated club or a person required to comply with Squash Australia's Member Protection Policy, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Squash Australia, a member association or an affiliated club and in any role you hold within Squash Australia, a member association or an affiliated club:

- a. Respect the rights, dignity and worth of others.
- b. Be fair, considerate and honest in all dealing with others.
- c. Be professional in, and accept responsibility for, your actions.
- d. Make a commitment to providing quality service.
- e. Be aware of, and maintain an uncompromising adherence to, Squash Australia's standards, rules, regulations and policies.
- f. Operate within the rules of the sport including national and international guidelines which govern Squash Australia, the member associations and the affiliated clubs.
- g. Do not use your involvement with Squash Australia, a member association or an affiliated club to promote your own beliefs, behaviours or practices where these are inconsistent with those of Squash Australia, a member association or an affiliated club.
- h. Demonstrate a high degree of individual responsibility especially when dealing with persons less than 18 years of age, as your words and actions are an example.
- i. Avoid unaccompanied and unobserved activities with persons less than 18 years of age, wherever possible.
- j. Refrain from any form of harassment of others.
- k. Refrain from any behaviour that may bring Squash Australia, a member association or an affiliated club into disrepute.
- l. Provide a safe environment for the conduct of the activity.
- m. Show concern and caution towards others who may be sick or injured.
- n. Be a positive role model.
- o. Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.
- p. Do not enter into any wager in connection with any squash event within your control or influence.

## Administrator Code of Behaviour

In addition to Squash Australia's General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held by or under the auspices of Squash Australia, a member association or an affiliated club and in your role as an administrator of Squash Australia, a member association or an affiliated club:

- a. Be fair, considerate and honest in all dealings with others. Act honestly, in good faith and in the best interests of the sport as a whole.
- b. Be professional in and accept responsibility for your actions. Your language, presentation, manners and punctuality should reflect high standards.
- c. Resolve conflicts fairly and promptly through established procedures.
- d. Maintain strict impartiality.
- e. Be aware of your legal responsibilities.
- f. Ensure that any information acquired, or advantage gained from the position is not used improperly.
- g. Conduct responsibilities with due care, competence and diligence.
- h. Do not allow prejudice, conflict of interest or bias to affect your objectivity.
- i. Do not enter into any wager in connection with any squash event within your control or influence.

## Coach Code of Behaviour

In addition to Squash Australia's General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Squash Australia, a member association or an affiliated club and in your role as a coach appointed by Squash Australia, a member association or an affiliated club:

- a. Do not tolerate acts of aggression.
- b. Provide feedback to players and other participants in a manner sensitive to their needs. Avoid overly negative feedback. Help each player reach their potential - respect the talent, developmental stage and goals of each player and compliment and encourage with positive and supportive feedback.
- c. Recognise players' rights to consult with other coaches and advisers. Cooperate fully with other specialists (for example, sports scientists, doctors and physiotherapists).
- d. Treat all players fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status and other conditions. Ensure your actions contribute to a harassment free environment.
- e. Encourage and facilitate players' independence and responsibility for their own behaviour, performance, decisions and actions.
- f. Involve the players in decisions that affect them.
- g. Encourage players to respect one another and to expect respect for their worth as individuals regardless of their level of play.
- h. Ensure that the tasks and/or training set are suitable for age, experience, ability, and physical and psychological conditions of the players. Ensure your actions contribute to a safe environment.
- i. Ensure any physical contact with players is appropriate to the situation and necessary for the player's skill development.
- j. Be acutely aware of the power that you as a coach develop with your players in the coaching relationship and avoid any sexual intimacy with players that could develop as a result. Refrain from any form of sexual harassment towards players. Any physical contact with a person should be appropriate to the situation and necessary for the player's skill development.
- k. Avoid situations with your players that could be construed as compromising. Ensure interaction with persons under the age of 18 years is appropriate and that unaccompanied and unobserved activities are avoided wherever practical.
- l. Actively discourage the use of performance enhancing drugs, and the use of alcohol, tobacco and illegal substances. Adopt appropriate behaviour in relation to the use of alcohol and recreational and performance enhancing drugs.
- m. Do not exploit any coaching relationship to further personal, political or business interests at the expense of the best interest of your players.
- n. Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules. Respect officials' decisions.
- o. Know and abide by rules, regulations and standards, and encourage players to do likewise. Accept both the letter and the spirit of the rules. Operate within the rules and spirit of your sport, promoting fair play over winning at any cost.
- p. Be honest and ensure that qualifications are not misrepresented.
- q. Treat all players with respect at all times. Be fair, considerate, honest and consistent with them. Treat each person as an individual.
- r. Refrain from conduct, which could be regarded as harassment towards your players and other coaches, officials and parents. Display control, tolerance and courtesy to all involved with the sport.

- s. Encourage opportunities for participants to learn appropriate behaviours and skills.
- t. Encourage participation in all aspects of the sport.
- u. Act with integrity and accept responsibility for your actions.
- v. Do not enter into any wager in connection with any squash event within your control or influence.

## Official Code of Behaviour

In addition to Squash Australia's General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Squash Australia, a member association or an affiliated club and in your role as an official appointed by Squash Australia, a member association or an affiliated club:

- a. Operate within the rules and spirit of Squash, promoting fair play over winning at any cost.
- b. Encourage and support opportunities for people to learn appropriate behaviours and skills.
- c. Support opportunities for participation in all aspects of the sport.
- d. Treat each person as an individual.
- e. Display control and courtesy to all involved with the sport.
- f. Respect the rights and worth of every person regardless of their gender, ability, cultural background or religion.
- g. Respect the decisions of officials, coaches and administrators in the conduct of the sport.
- h. Adopt appropriate and responsible behaviour in all interactions.
- i. Adopt responsible behaviour in relation to alcohol and other drugs. This will include not drinking alcohol within 8 hours before any match you are to officiate.
- j. Act with integrity and objectivity and accept responsibility for your decisions and actions.
- k. Ensure your decisions and actions contribute to a safe environment.
- l. Ensure your decisions and actions contribute to a harassment free environment.
- m. Do not tolerate harmful or abusive behaviours.
- n. Place the safety and welfare of the players above all else.
- o. Be consistent and impartial when making decisions.
- p. Encourage and promote rule changes that will make participation more enjoyable.
- q. Address unsporting behaviour and promote respect for all people.
- r. Be a positive role model in personal appearance. When officially attending matches, referees should wear either a state or national referee's shirt or a sponsor's shirt if one is provided.
- s. Arrive at least 30 minutes prior to a session and be prompt for all assigned matches.
- t. Must not officiate in any match in which you have a relationship with one of the players which might be considered a conflict of interest so as to cast doubt on your impartiality.
- u. Must not criticise or attempt to explain calls or decisions by other referees to anyone other than to those referees directly, or to the Tournament Referee. Where referees are appointed to conduct assessments on other referees, these should be done discreetly and must be authorised by the Tournament Referee.
- v. Should seek continual self-improvement through study, performance appraisal and regular updating of competencies.
- w. Do not enter into any wager in connection with any squash event within your control or influence.

## Player Code of Behaviour

In addition to Squash Australia's General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Squash Australia, a member association or an affiliated club and in your role as a player/participant in any activity held by or under the auspices of Squash Australia, a member association or an affiliated club:

- a. Respect the rights, dignity and worth of fellow players, coaches, officials and spectators. Act with integrity and accept responsibility for your actions.
- b. Do not tolerate acts of aggression or abusive behaviours.
- c. Respect the talent, potential and development of fellow players and competitors. Value the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- d. Care for and respect the equipment provided to you as part of your program.
- e. Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements.
- f. At all times avoid intimate relationships with your coach.
- g. Conduct yourself in a professional manner relating to language, temper and punctuality. Display control, tolerance and courtesy to all involved with the sport.
- h. Maintain high personal behaviour standards at all times.
- i. Abide by the rules and respect the decision of the official, making all appeals through the formal process and respecting the final decision. Operate within the rules and spirit of your sport, promoting fair play over winning at any cost.
- j. Be honest in your attitude and preparation to training. Work equally hard for yourself and your team. Give your best at all times.
- k. Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level. Respect the decisions of officials, coaches and administrators.
- l. Refrain from conduct, which could be regarded as harassment towards fellow players, coaches and referees. Participate for your own enjoyment and benefit.
- m. Encourage opportunities for participants to learn appropriate behaviours and skills.
- n. Encourage participation in all aspects of the sport.
- o. Treat each person as an individual.
- p. Ensure interaction with persons under the age of 18 years is appropriate and that unaccompanied and unobserved activities are avoided wherever practical.
- q. Adopt appropriate behaviour in relation to the use of alcohol and recreational and performance enhancing drugs.
- r. Ensure your actions contribute to a safe environment.
- s. Ensure your actions contribute to a harassment free environment.
- t. Do not enter into any wager in connection with any squash event in which you are participating.

## Parent/Guardian Code of Behaviour

As a parent/guardian of a player/participant in any activity held by or under the auspices of Squash Australia, a member association or an affiliated club, you must meet the following requirements in regard to your conduct during any such activity or event:

- a. Respect the rights, dignity and worth of others.
- b. Remember that your child participates in sport for their own enjoyment, not yours.
- c. Focus on your child's efforts and performance rather than winning or losing.
- d. Never ridicule or yell at your child and other children for making a mistake or losing a competition. Encourage children to participate and have fun. Focus on the child's effort and performance rather than winning or losing.
- e. Show appreciation for good performance and skilful plays by all players (including opposing players).
- f. Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons less than 18 years of age, as your words and actions are an example.
- g. Respect officials' decisions and teach children to do likewise.
- h. Do not physically or verbally abuse or harass anyone associated with the sport (player, coach, umpire and so on).
- i. Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- j. Be a positive role model.
- k. Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

## Spectator Code of Behaviour

As a spectator in any activity held by or under the auspices of Squash Australia, a member association or an affiliated club, you must meet the following requirements in regard to your conduct during any such activity or event:

- a. Respect the decisions of officials and teach young people to do the same.
- b. Never ridicule or scold a young player for making a mistake. Positive comments are motivational.
- c. Condemn the use of violence in any form, whether it is by other spectators, coaches, officials or players.
- d. Show respect for your team's opponents. Without them there would be no game.
- e. Do not use violence, harassment or abuse in any form (that is, do not use foul language, sledge or harass players, coaches, officials or other spectators).
- f. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- g. Applaud good performance and efforts from all players and teams. Congratulate all players on their performances regardless of the game's outcome. Respect the performances and efforts of all individuals and teams.
- h. Encourage players to follow the rules and accept the official's decisions.

## Breaches of the Codes of Conduct

The Mulgrave Country Club views breaches of the Codes of Conduct seriously and will take the following actions where a breach occurs:

1. Club Committee members or officials will speak to anyone who is in breach of the one of the Codes of Conduct to modify their behaviour. If the person does not modify their behaviour, the Committee member may elect to take one or more of the following actions:
  - Ask the offender to remove themselves from the immediate playing area until they have settled down.
  - Ask the offending person to leave the game
  - Refer the player, parent or spectator to the Committee for further action.
2. If a spectator or parent has an issue with the officials, they should refer the issue to either the Team Captain, Coach or to any Committee member.
3. Please do not abuse, either verbally or physically any players, officials or coaches in public, use the contacts listed below if you have an issue that needs to be addressed.