



# **MULGRAVE COUNTRY CLUB**

## **Squash & Racquetball Section**

### **Committee & Member Guidelines & Rules**

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## Purpose

The purpose of this document is to provide guidelines and rules for both the Committee and playing members on the operational aspects of the Squash & Racquetball Section at the Mulgrave Country Club. This document should be read in conjunction with the *Sections Guidelines* document issued by the Board and the *Mulgrave Country Club By-Laws* (published in the Club Members Handbook).

These guidelines and rules have been developed by the Mulgrave Country Club Squash and Racquetball Committee to compliment the operational aspects of the Squash and Racquetball Section. They are not designed to duplicate or replace any other rules and/or requirements of other squash and racquetball Clubs and/or Associations.

These guidelines and rules are to be reviewed annually.

<b>Committee Positions</b>	<b>Brief Summary of each position</b>
<b>Chairperson</b>	Chair committee meetings, promote the interests of the section, representatives' role including but not limited to the Club Sections Meetings
<b>Vice Chairperson/Secretary</b>	To assist and support the Chairperson in meetings and tasks and stand-in when chairperson is unavailable. Responsible for publishing & circulating the minutes of meetings & co-ordinating all communications amongst committee members. All recorded correspondence is required to go via the Secretary
<b>Treasurer</b>	Responsible for development and maintenance of the budget for the Section
<b>Club Circuit Pennant Co-ordinator</b>	Responsible for recruiting, organising & submission of teams & attending league meetings when required
<b>Masters Pennant Co-ordinator</b>	Responsible for recruiting, organising & submission of teams & attending league meetings when required
<b>Ladies /SSL Pennant Co-ordinator</b>	Responsible for recruiting, organising & submission of teams & attending league meetings when required
<b>Super League Co-ordinator</b>	Responsible for recruiting, organising & posting teams
<b>Racquetball Co-ordinator</b>	Responsible for recruiting, organising & submission of teams & attending league meetings when required
<b>Friday Morning Co-ordinator</b>	Responsible for recruiting, organising & submission of teams & attending league meetings if required
<b>Junior Co-ordinator</b>	Responsible for the promotion of junior squash, recruiting, organising & submission of teams
<b>Social Media Co-ordinator</b>	Responsible for compiling & reporting on all events for the Club's social media, Newsletter & website
<b>General Committee</b>	Up to 3 positions - Responsible for assisting other committee members & organised club events
<b>Club/Development Coaches</b>	Responsible for recruiting members, organising & delivering Club coaching activities for club members and exhibitions

All Committee members must undertake the following:

- Acknowledge a copy of the *Sections Guidelines* document; and
- Accept an Occupational Health & Safety responsibility to immediately report matters when identified to the duty manager; and
- Promote and exhibit good 'sportsmanship' amongst players.

## Committee Meetings

The Annual General Meeting of the Squash & Racquetball Section will be held prior to the April meeting. Committee meetings are generally held on the first Monday of the month at 6 pm in the Sections Office or if unavailable, an alternative location nearby. *(No meeting is held in January).*

All committee meetings are documented with a copy being forwarded to the Sections Administrative Section of the club for recording.

## Captain Duties

A pennant team must have a person designated as the “Captain” who is appointed for each season that a team is registered in a specific competition. The captain is the contact person for the designated Pennant Co-ordinator and also the person who opposing teams must contact to inform a player is going to be late, players not staying for supper, etc. The captain provides support for the players and the opposing team members and promotes responsibility, trust, competence, respect, safety, honesty, professionalism, equity, good health and well-being and sportsmanship within the team. In addition, the captain of the team has a number of responsibilities which include, but may not be limited to the following:

1. At the start of the season collect all information online and/or paperwork for distribution to your team members (eg fixtures if provided, Best & Fairest forms, order of merit information for Masters players only) if left by the co-ordinator at the Club Reception;
2. Ensure that any new team members who are intending to play after the start of the season, in the first instance are approved by the relevant pennant co-ordinator and Association that the team is registered in;
3. Prior to the start of the season determine the supper required by your team for home games & notify Administration at the Club. Also advise the location for the supper – either the Members or the Bistro area so that staff can set up tables;
4. Home games collect the clipboard, ball and score sheet for your pennant from the Members Bar; the ‘Score Squash’ app can be use in place of scoring sheets if aligned to SportyHQ.
5. Fill out the score sheet ensuring all team members are listed with their full name in the correct order they have been registered to ensure your team will not lose points if players play out of their registered order; the ‘Score Squash’ app can be use in place of scoring sheets.
6. Ensure all players are ready for play after each match is completed to reduce any unnecessary delays between matches;
7. At the end of the night ensure that any rubbish, used plastic cups or property are collected and the gallery area is left tidy. Ensure any clothing or other property is collected by the owner. If not, collect left items and take to Reception;
8. Check all results on score sheets have been tallied correctly at the end of the night. Ensure the score sheet (if required) is completed with player’s full names and you sign the score sheet (if required) confirming the scores are correct; the ‘Score Squash’ app can be use in place of scoring sheets.
9. The completed score sheet may be returned to Reception for transmission at the end of the night or scanned or results electronically sent to the relevant pennant association;
10. The clipboard should be returned to either the Member’s Bar or Reception;

11. Please note: Masters pennant has a combined score & fax sheet so only one sheet is completed which must record the players full name and "order of merit";
12. Provide a blank Best & Fairest form and envelope to your opposing captain for completion;
13. At the end of play ensure Club staff are notified promptly so that your supper can be prepared for service where necessary;
14. If applicable, collect court fee payment from opposing team which is used to supplement your supper account;
15. Collect cash from your team members to make up any short fall for the supper account and pay for your team's supper prior to leaving;
16. Determine which team members are playing the following week & remind them of the time and location on the night if possible and follow communication if needed;
17. Ensure all team members registered for the season are qualified at an approved refereeing course to ensure they are eligible to play in finals;
18. Ring the opposing Captain if a late start is required or if a player will be late;
19. At the end of the season where possible, organize an "end of season" dinner for your team members where the Best & Fairest votes may be counted;
20. Notify the relevant Pennant Co-ordinator who won the Best & Fairest for the season so that they may be awarded their trophy at the annual presentation dinner;
21. Any fines incurred by a team is the responsibility of the team to pay in the first instance;
22. Prior to the end of the season communicate the proposed team for the following season to the relevant Pennant Co-ordinator.
23. Any positive or negative feedback Captains and team members would like to provide concerning either home or away matches or home or opposing players should be immediately reported to their respective Pennant Co-ordinator and/or the Squash & Racquetball Committee;
24. Ensure that all matches are played in the spirit of the game and no team members, team officials or team supporters act in a manner likely to harm the reputation of the Club;
25. Captains are responsible for the supervision of all players within their team/side;
26. Ensure that new or potential players are introduced to all aspects of being a valued member of the team. Including, team selection, team order of play, contact details of all team members, scheduled competition days and dates, playing costs, communication channels "whats app" etc. and practice session;
27. Ensure all players are aware and abide by all Club Policies and Rules
28. Captains are not responsible for the supervision of any siblings of players at matches that are not involved in that team;
29. It is the Captains' responsibility to be present at every training session or match. In instances where they are unavailable, the Captain is responsible for ensuring another team member takes on this role;
30. The Captain should report immediately to the Squash & Racquetball Committee any ongoing poor behaviour exhibited by their team members and/or opposition players;
31. The Captain role should be rotated where possible.

## Section Pennant Co-ordinator Duties

The Section Pennant Co-ordinators are responsible for recruiting, organising and submission of teams in the appropriate league associations. Pennant Co-ordinators are also required to attend league meetings when required. Team selection is to be based upon the criteria of the associated league.

### Children attending the court area

Children of members or any junior attending coaching are able to attend the court area, provided they are supervised by a parent, guardian or coach and meet all entry conditions as required by law.

Children and junior members under the age of 18 must not enter any other areas of the Club facilities without a parent or guardian as this contravenes existing gaming and liquor licence rules. Unsupervised children must remain at the courts with their coach or supervisor until collected.

All children playing squash at the courts are mandated to wear Protective Eyewear properly over their eyes (which meets or exceeds the Australian Standards) whenever they are participating in any tournament, other competition, coaching clinic, or any other squash related activity which has been organised or sanctioned by Squash Australia and/or any of its member Associations or affiliates.

## Competition information

### 1. Pennant competitions

#### *Club Circuit*

Mixed squash competition that involves playing at other private clubs in the metropolitan area with home nights **Monday, Tuesday or Wednesday**. Play commences generally at **6:30pm** with away games occurring from Monday to Thursday. Meals and all drinks are paid for by the home team.

#### *Friday Morning*

Mixed squash competition that is played on a **Friday** morning commencing at **9:45am** between clubs in the eastern suburbs. Teams consist of 3 players, 4 games, point a rally to 15. Lunch is provided by the home team.

#### *Ladies and SSL Mixed*

Women only squash or SSL mixed competition that involves teams playing in the metropolitan area. Home night is usually a **Monday** night commencing at **7:30pm** or **8pm**. Teams consist generally of 3 players and a "supper" is provided by the home team.



## ***Masters***

Mixed squash competition that involves members (women aged over 30 years & men aged over 35 years) playing at public and sporting club courts with home nights generally **Thursday** (possibly **Friday**). Play generally commences at **7:30pm** or **8pm** with away games on a **Thursday** night. Teams consist generally of 4 players and a “supper” is provided by the home team.

## ***Racquetball***

Mixed competition that involves teams playing in the metropolitan area with home nights **Monday** & **Wednesday** with play generally commencing at either **7:00** or **7:30pm**. Teams consist generally of 3 players and a “supper” is provided by the home team.

## **2. Internal Club Competitions**

### ***Super League***

Mixed squash competition that involves in-house handicapped games held 3 or 4 times a year on a **Thursday** afternoon between **4:30pm** and **7:30pm**. At the end of each season’s final a celebration is held in the Member’s Bar. In the event games cannot be held due to competing priorities, the games are rescheduled for another time.

### ***Mid-Season In-House***

Mixed competition for squash members that is generally played in **June/July** and **December/January** and may be on a **Tuesday** and **Wednesday** night commencing at **6:30pm**. Teams are graded/handicapped accordingly and consist of 4 rubbers, each rubber consisting of 3 ten (10) minute games. Each rubber is worth 5 ladder points, 1 for each game won and 2 for the winner of the match. A payment may be required at the start of the competition which contributes to the supper provided at the completion of play.

### ***Junior Squash***

Junior coaching is available on **Wednesdays and Fridays** from **4:30pm** to **6:30pm** and **Sunday** mornings between **10:30am** and **12:30pm**. Juniors, if interested can play in a mixed junior pennant competition which is held on a Saturday morning between other clubs from **9:00am** to **11.00am**. These may change from time to time and may include bookings for camps or training programs during school holidays.

## **3. Gradings for competition and selection criteria**

The Pennant Co-ordinator for each competition will be responsible for co-ordinating teams for their competition. Team selection is discussed with the Chairperson, before finalisation. Final team selection is at the discretion of the relevant Pennant Co-ordinator.

Any alterations or new players to teams once the season has started will also need to be validated by both the Pennant Co-ordinator and Chairperson.

### ***Club Circuit Team Selection Criteria***

At the end of each season the Club Circuit Pennant Co-ordinator will contact each captain to determine which players are playing the following season and in what capacity (i.e Full Time, Part Time or Fill In). As part of the review members can request a movement between grades – both up and down. This list is collated, and players are put back into similar teams, considering request and ratings.

The Club Circuit Association provides a guideline on where players should be competing based upon their SportyHQ rating. These guidelines can change regularly so as to maintain a competitive competition. During the season a list is also kept of any new players who want to participate in Club Circuit Pennant. This may be new members, current social members or players transferring from other clubs. Players without a rating will be graded accordingly to their ability, normally after hitting with existing members to determine an appropriate grade.

### ***Masters Team Selection Criteria***

Victorian Masters Squash Association (VMSA) maintains an order of merit of all Club squash members. This is updated by our Pennant Co-ordinator each season based on feedback from team captains and notable others. This order of merit is used for the positioning of players in a team and also to identify possible fill-ins.

Each season a team entry is submitted to the VMSA with teams and grades requested. The VMSA then allocates grades which can be different to those requested based on team strength and past performance. The VMSA can also change the order of players at the start of the season and halfway through the season if a player's strength is not matched to their position in a team.

### ***Racquetball Team Selection Criteria***

With lower team numbers, the main priority when selecting team composition is to keep a balance within teams. This takes grading levels into consideration as well as team requests. Any new player is required to participate in practice matches to determine an appropriate grade.

### ***Ladies Pennant Team Selection Criteria***

Victorian Squash League (VSL), is a ladies inter club competition. Teams and playing order are determined by a ranking system managed by SportyHQ. Competition teams have 3 players competing on the night and the result is determined by the team that wins the most games.

### ***Super League Selection and Handicap Criteria***

The balance of the Super League Competition is dependent upon a handicap system. At the end of each season, a player's handicap is assessed based on their performance during the season and the final ladder positions. The season winner automatically receives an additional 3 point handicap, others are adjusted according to final ladder positions. New Members who join Super League participate in a number of "grading" games prior to the start of the competition. These grading games will determine the appropriate handicap for the new member.

## ***Friday Morning Team Selection Criteria***

The Friday morning mixed pennant is an inter club team competition. The competing teams have 3 players and are graded in a matrix system that determines the order of play and team selection at the start of the season.

### **4. New members or additions to pennant competitions Grading Criteria**

New or existing Members that would like to play Pennant are referred to the Pennant Co-ordinator. The Pennant Co-ordinator then makes the pennant team captains aware of the potential new member. In terms of allocating a rating or order of merit to the potential new team member, the following process is undertaken:

- Identify existing Pennant Members that they are closely matched to and allocate a rating or order of merit based on the existing Member;
- If this information is not available, then schedule a practice match with the potential new member to allow an accurate allocation of an order of merit.

If one or more teams are short of players, then the Pennant Co-ordinator arranges for correspondence to go out to all Members in the squash and/or racquetball section advising that new pennant members are being sought and asking potential new members to contact the Pennant Co-ordinator.

## **Coaching**

All paid, formal or professional coaching for squash and/or racquetball involving the use of club courts and facilities is not permitted unless approved by the Squash & Racquetball Committee in the first instance and authorised in writing by the Board of the Mulgrave Country Club. Any member who facilitates or engages in any paid, formal or professional coaching without appropriate approval will face disciplinary action.

Any unpaid, informal or organised sessions of practice where coaching advice is provided to members or a guest which would be deemed by others as coaching - is not permitted, unless it is during the normal course of competition matches.

The details of any club approved coach will appear in the Club Members Handbook, the club website and on the noticeboard at the rear of the courts. If any member is unable to source coaching services appropriate to their needs, they should contact the Committee in the first instance to seek direction.

To coach within the Mulgrave Country Club, it is recognised as best practice that all coaches are accredited as Level One coaches or are striving to achieve this accreditation. Coaches are strongly encouraged to pursue higher levels of accreditation. The Club will support coaches in this activity and may assist with the expenses of such an endeavour. To remain accredited, coaches are expected to be actively coaching and attend professional development evenings when offered, where possible.

The club and/or coach will from time to time run free introduction lessons to encourage new players and members.

## Coaching Applications

Any application for approval must be forwarded in the first instance in writing for the attention of the Chairperson of the Squash & Racquetball Section. The application must contain the following information so that the Squash & Racquetball Committee can consider the application:

1. The applicant must be/or prepared to become a financial member of the Mulgrave Country Club (including the squash/racquetball facility fee);
2. A detailed curriculum vitae/resume that outlines the past and/or current experience in coaching squash and/or racquetball, including any coaching qualifications or references possessed.
3. An outline and clarification of the exact coaching proposal - to consider such things as whether the applicant intends to coach only members, non-members, adults and/or juniors, what times are proposed for court bookings, what days, how many courts, and the benefits to the Squash & Racquetball Section and Club the appointment would bring. Clarification of whether the applicant is intending to charge on a user pays basis or is seeking direct payment from the Club;
4. A current "Working with Children" check;
5. A copy of coaching accreditation;
6. A copy of any Public Liability Insurance and/or Professional Indemnity; (If not held, is the applicant prepared to obtain same if the application is successful);
7. Any additional information the applicant believes the Committee would benefit from knowing about.

Once all information has been received by the Squash & Racquetball Committee, if any further information is required or clarification is sought on any of the information provided the applicant will be contacted. If need be, the applicant may be requested to appear before the Committee. All applicants are notified in writing of their application outcome.

## Courts

There are four (4) glass back air-conditioned courts for use by members and their guest (refer to information pertaining to Guest). A member can only make one (1) court booking at a time for a maximum period of 30 minutes and no more than seven (7) days in advance.

Courts can be booked for play between the hours of **6:30am** to **midnight unless a temporary restriction is put in place.**

## Court Footwear

**Non** marking footwear is permitted on the courts. The Committee reserves the right to request any member, their guest or visiting pennant player wearing marking footwear to cease playing.

## Court Bookings

Court booking is available up to 7 days in advance, i.e. you can book on Monday for the following Monday. Members are requested to always make a booking, instead of just turning up to play if a court is available. If it is found members regularly do not make a court booking, then the Committee may consider disciplinary action.

A member can use the on-line booking system hosted via **www.sportyhq.com** once they are financial and have activated their SportyHQ profile. A member will be able to check all courts availability, book and receive confirmation of their booking; in addition, their opponent will receive an email confirmation. Both members will have the ability to cancel a booking online. How to use SportyHQ instructions are provided at the end of this section.

**No** member shall obtain and use another member's online account or password to support a booking. Please note: Any member who provides their membership details to another member to inappropriately secure a court booking or uses another member's number or name inappropriately to secure a court booking may face disciplinary action.

Any members who experience difficulties in obtaining a booking should notify the Committee via the [mccsrbookings@gmail.com](mailto:mccsrbookings@gmail.com) and provide the specific details so that the Committee may investigate the matter further. The Committee is seeking assistance from members in ensuring their booking is recorded so that court usage can be monitored.

The Club staff or the Committee reserves the right to check bookings to confirm player's membership and may request any player to produce their membership card to evidence current membership.

### ***Sporty HQ User Instructions***

First time access to register yourself within the SportyHQ system is quite simple for both existing members and new members. Existing members will be emailed links and new members should contact reception or send an email to [mccsrbookings@gmail.com](mailto:mccsrbookings@gmail.com) for assistance. After your initial registration an email from SportyHQ, with the subject line 'Activate Your SportyHQ Account', will be sent to your nominated email address. This email contains a link that will allow you to complete a 'password reset' as well as add any additional information about yourself, within your user profile, during the activation. Levels of privacy are available to be applied as well.

To complete bookings in future you will log in to SportyHQ from a smart phone, PC or tablet and complete bookings. Any changes or deletions will now be managed directly by the club member with no need to contact the club any longer. Certain rules (listed below) have been applied within the new system including the requirement that all members must be members of Mulgrave Country Club to gain booking access.

Within a set of predefined rules members may complete 3 different types of bookings:

- *Playing A Game With...* - This is the most common booking made and requires you to include the name/s of playing partners who are members. Booking duration is available for 30 or 60 minutes.
- *Solo Practice* - This option allows a member to book a 30 minute 'solo session' by themselves on a court and not available during prime time between 4 and 7pm daily.

- *Bringing In A Guest* - This option will be available for limited use by current members who wish to bring a 'guest' to play. The name of the guest is to be added to the booking. Guests may use our courts on three occasions but if further access is intended or designed to be regular, the guest is requested to become a member of MCC. Booking duration is available for 30 or 60 minutes and not available during prime time between 4 and 7pm daily.

When bookings are completed, emails and calendar booking files (.ics), are automatically sent to the included players. If bookings are edited or deleted all included players will be notified automatically by email.

#### LIMITATIONS:

- Maximum of 30 minutes for any booking for Solo play or with a Guest
- Maximum of 60 minutes for any consecutive booking with another member

## Clothing

Members are to adhere to the dress code as outlined in the *Sections Guidelines* and the *Club Members Handbook* when socialising after matches. All members are encouraged to wear the official club uniform shirts offered for sale.

All pennant players whilst participating in competition both at home and away must maintain an appropriate standard of dress which does not attract any undue criticism or impact on the reputation of the Club.

## Club Fees

All players must be a financial member of the Club, unless he/she falls within the provisions of a "guest". In addition to the club membership fee and the specific sporting facility fee for squash or racquetball, all pennant players are required to pay an additional registration fee for each season they are registered in a pennant team. Only financial members are permitted to use the courts between **4pm** and **7pm** weekdays (prime time) – **no guests or solo bookings are permitted to play during these times.**

Mulgrave Country Club will facilitate payment and player information for registration direct to *Squash & Racquetball Vic* on a member's behalf, so members do not need to register on-line. All social players are also required to be registered with *Squash & Racquetball Vic* but only once a year and at a reduced rate to pennant players.

If a member does not renew their membership at the required time, they are not permitted to continue using the courts or represent the club in pennant competitions.

## Club Practice

Club practice is scheduled every **Monday** night between **4:30pm** and **7:30pm** and open to all standards. (Depending on the number of home pennant teams – the number of courts available from **6:30pm** will vary).

The order for court access is first in, first on. Upon arrival at the courts a member should record their name on the list of names on the notice board. Each court may be utilised for either 20 minutes of routines or three (3) standard matches not exceeding 20 minutes.

Members should be conscious not to play for a period of time that is deemed unfair to other members. Members whose standard of play is deemed at beginner level should consider utilising the services of the approved coach and/or practising at an alternative time so as not to disadvantage members who are using the practice session to develop their pennant skills.

## **Court Advertising**

All court advertising requires the approval of the Board of the Mulgrave Country Club.

## **Complaints**

The Committee aims to provide a simple, confidential, and trustworthy procedure for resolving complaints based on the principles of procedural fairness.

Any member or non-member may report a complaint about a person, people or organisation bound by these Guidelines & Rules if they feel they have been discriminated against, harassed, bullied or there has been any breach of these Club policies, guidelines or Club By Laws.

Any person wishing to raise an issue should contact the following people in the first instance:

- a. Sport related – Pennant Co-ordinator, Captain or Player Representative
- b. Coaching related – Coach
- c. General issue – Committee Member

Where the initial parties cannot resolve the issue, the Pennant Co-ordinator, Captain or Coach will refer the matter to the Committee as soon as possible. It is requested that any complaint referred to the Committee must be writing and made as soon as practicable after the incident.

## **Complaint Procedure**

The consent of the Committee must be obtained before any external parties are involved in the resolution of Club issues. No committee member is permitted to make public statements without first seeking approval from the Board.

The Pennant Co-ordinator, Captain and/or Coach may at any time call on Committee Members for assistance. Any individual or team related issue reported to the Committee, where the Pennant Co-ordinator, Captain and/or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Pennant Co-ordinator/Coach/Captain.

All persons must take reasonable actions to avoid situations that could cause serious injury or harm to the health of players, officials or the public. If any hazard is identified the Committee are to be informed as soon as possible.

If a complaint relates to behaviour or an incident that occurred as part of a pennant match, then the complaint should be reported to and handled by the relevant association in the first instance.

A complaint may be handled informally or formally. The complainant may indicate his or her preferred option and the Chairperson should consider whether that is an appropriate way to handle the particular complaint. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially.

Individuals and organisations may also seek to have their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation.

Once a complaint is investigated a number of outcomes may be recommended by the Committee, including no action, a written warning or referral to the Board for disciplinary action.

## **Victimisation of a Complainant**

The Committee aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against any person making a complaint.

We will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures may be undertaken in respect of a person who harasses or victimises another person for making a complaint or supporting another person's complaint.

## **False Complaints**

If at any point in the complaint handling process the Chairperson considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or inappropriately intended to cause distress to another member, the matter may be referred in writing to the Board for a recommendation of disciplinary action.

## **Disciplinary Action**

After having investigated and considered all the circumstances of any report, the Committee may determine that disciplinary action is required and as such may refer the matter to the Board of the Mulgrave Country Club with that recommendation.

Disciplinary action also includes behaviour at other locations and venues where members are representing the Club.

## **First Aid**

A First Aid room is located next to the courts with a First Aid Kit available and secured to the wall for any injuries. If any assistance is required, injuries should be reported to the Duty Manager in the Sports Bar or Reception. A defibrillator is available near the First Aid Room and one also behind the bar in the main Club room, if required, and the Duty Manager/First Aid Officer should be able to assist with its location and use. A wheelchair is also available from Reception if required.



## Feedback

Any suggestions or complaints that members have regarding the operation of any aspect of the Squash and Racquetball Section should first be directed in writing to the Squash & Racquetball Committee.

Any correspondence directed to the Squash & Racquetball Committee can be sent via email to the Club for forwarding or left for the Committee's attention at Reception.

## Guest Policy

The Club Constitution Section 15 outlines that a member may introduce guests to the privileges and facilities subject to a number of conditions. (*Refer to the Club Constitution for these conditions*)

In addition, a guest is deemed to be a friend, relative or pennant player who wishes to join the Mulgrave Country Club, or someone visiting from another Club or State/Territory of Australia or overseas and wishes to use the facilities for a short time. A guest may also be a person who does not have the intention of joining the club or regularly using the courts and is a visitor to whom hospitality is extended for a short time. A guest will be allowed to make use of the facilities for a maximum of **3 visits** per year and must be accompanied by a member at all times.

Guests must be added to the booking by a member when booking a court in SportyHQ and when attending the Club must sign-in at Reception. A member is responsible for the conduct of their guest and must remain on club premises for so long as their guest remains on club premises.

Guests should be encouraged to join as new members after they have utilised the facilities and wish to play squash or racquetball on a regular basis. Any member who deliberately bring guests on a regular basis (ie more than three times per year) could face disciplinary action. Members are not permitted to use other member's names to facilitate a court booking to enable guests to play for an extended period of time.

No guests are permitted to play between 4pm and 7pm Monday to Friday. Random audits and checks will be undertaken to ensure this policy is not being abused.

## Injuries & Medical Emergencies

A designated First Aid Room is located next to the courts. Any injury requiring first aid treatment must be reported at the time to the Supervising Manager in the Gaming area.

If an injury occurs during a training session or match, the Coach, Team Captain or designated Club Official has a duty of care to remain with the player until a parent or appropriate person can be contacted and arrange collection of the injured player.

**Important:** The Club has appropriately trained First Aid staff who have immediate access to an AED (Automated External Defibrillator) if required. It is immediately accessible in the First Aid Room or by requesting it from the Supervising Manager on duty in either the Members or Sports Bar.

If a member has any serious concerns that any player is suffering from either a heart attack or stroke related injury, they should immediately contact 000 and request an ambulance in the first instance.

## **Insurance & On Court Injuries**

All financial squash & racquetball members are covered whilst playing and practising by player insurance through their registration with *Squash & Racquetball Vic*. Members who are injured playing either at home or away and are seeking to lodge an insurance claim need to lodge all relevant paperwork direct to the insurance company. All details of how to lodge a claim and other relevant information can be found on the *Squash & Racquetball Vic* website at <http://www.squashvic.com.au/w/membership/insurance>

As part of completing an insurance claim form an injured player will be required to provide specific information relating to the incident which includes the details of any witness to the incident and scoresheet.

## **Maintenance & Repairs**

Any maintenance or repairs required in the courts, change rooms, steam rooms or vicinity (eg light globes), must be reported by members at Reception for recording in the Maintenance Book. It is the responsibility of every member to report any incident or matter that impacts adversely on the health, safety and wellbeing of members.

The Committee has a responsibility to monitor any request for maintenance/repairs coming to its attention to ensure it has no impact on Occupational Health & Safety or court usage.

## **Raffles**

All monies generated by any raffles held must be passed to Administration for recording.

## **Sponsorship**

Any requests for sponsorship must be directed in writing to the Squash & Racquetball Committee in the first instance.

## **Squash & Racquetball Balls**

All squash and racquetball balls are provided free for use in pennant matches and club competition. No other balls (eg tennis balls, footballs) are permitted to be used on the courts.

## Tournaments

All tournament bookings are required to be notified to the Squash & Racquetball Committee at least 30 days in advance with the date, time and contact of the co-ordinator for the event for approval.

Any approved tournament will require all or some courts to be blocked to members for the duration of the tournament as needed.

## Club Championships

Members are only eligible to compete if he/she has been registered and represented a Mulgrave Country Club pennant team in the pennant season prior to the Club Championships commencing. There is no age restriction.

The Committee may determine the type of format of the Club Championships, currently there are two formats:

*Format 1:* Generally held over the 3<sup>rd</sup> weekend in July or November with a competition style format

- an Open section will consist of the top 16 players for Mens & 16 or 8 for Ladies;
- each Division below will contain up to 16 players (with the following exception –where a full Division cannot be held or the numbers are too small then a larger Division will be created);
- all divisions to have plate events
- the Open will be standard rules and all other Divisions will be handicapped;
- the Open will have a Plate event;
- games can be played on a Friday night, Saturday & Sunday during the day with finals being held on Sunday afternoon.

*Format 2:* Generally held over a set number of months during the year where all pennant players from the previous year will be placed in a number of 16 player divisions.

- a plate round for first round unsuccessful players;
- players are to arrange a match that would suit both players within a 10 day period and winners to progress to the next round;
- 3 winning matches will ensure a player reaches the grand final in that division;
- highest ranked player to arrange for a suitable time with their opponent within a 10 day time frame and result to be updated on the notice board and emailed to your division coordinator;
- scoring to be as normal within your competitions - Open Mens – point a rally, all others best of 5 games, 9 points and players to score and referee own matches (If members require & request someone to assist in scoring and/or refereeing, the section coordinator may assist in organising that resource);
- if one player has declined to play then the match will be awarded to the other player (walkover). If both decline then a 'bye' to next round competitor in the adjoining matchup;
- final matches will with held on the nominated Sunday afternoon.

## **Annual Presentation Dinner**

Usually held after the completion of play of the Club Championships on **Sunday** night commencing at **6:30pm** in a function room at the Club. Members are encouraged to attend organised Club events, dinners and fund-raising activities throughout the season, as this is a reflection on the Club. Additional awards may be presented, including:

### ***Club Person of the Year Award***

Any member may nominate for consideration another member to the Squash & Racquetball Committee if they believe that person meets the following criteria;

- current financial club member
- must contribute to the positive promotion of squash or racquetball
- must be a regular participant of pennant and social squash or racquetball events
- must be an active member
- must demonstrate good “sportsmanship”
- must contribute to the success of the squash or racquetball section;

(This award will not be awarded to the player on the grounds of years of service or playing).

### ***Best & Fairest Awards***

Awarded to a member in each pennant team who has been voted “Best & Fairest” by the opposition team for the spring season of the previous year and the autumn season of the current year.

## **Other relevant policies**

Members are also bound by other policies, including:

All Mulgrave Country Club Policies  
Members Protection Policy

The following National Squash Australia Policies:

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