



FRENCHVILLE
SPORTS CLUB
ROCKHAMPTON • EST 1948

**Volunteer
Code of Conduct
&
Club Policies**





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Approval & Review	Details
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FRENCHVILLE
SPORTS CLUB
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The Frenchville Sports Club

Volunteer Code of Conduct

Version 1.0

Volunteer Code of Conduct

Volunteers are a very important part of the operation of Frenchville Sports Club. Our volunteers also represent the long and proud history of community support. This code set's out the types of behaviours and conduct which is expected, and establishes procedures for handling complaints regarding volunteer behaviour. This code is based on the Code of Conduct for all employees of the Club.

Purpose

This code sets out the Frenchville Sports Club's (FSC) position on volunteer code of conduct and is designed to ensure that all volunteers understand:

- their obligations whilst representing the Club
- what volunteers can do to prevent inappropriate behaviour
- how complaints can be made
- how complaints will be treated

Scope

This Code applies to all volunteers in relation to their dealings with all persons in the course of the Club's business.

This code covers behaviour in any FSC Sport related context including training and games and while attending:

- conferences and/or meetings
- Club-related functions including client functions
- sports and/or field trips
- FSC social events including Christmas parties, season breakups and after game celebrations

Club Statement

Our Commitment

Frenchville Sports Club is committed to providing a safe and respectful environment for the support and development of sports participation.

Our Objectives

Our commitment to a comprehensive strategy for preventing inappropriate behaviour is demonstrated through our objectives of:

- ensuring a working environment free from bullying
- ensuring all employees are treated with respect, dignity and fairness

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- promoting positive working relationships
- implementing training and awareness strategies
- providing an effective procedure for complaints based on the principles of procedural fairness
- treating all complaints in a sensitive, fair, timely and confidential manner
- guaranteeing protection from any victimisation or reprisals
- encouraging the reporting of behaviour which breaches this code
- promoting appropriate standards of conduct

Serious Misconduct

Committing the following acts of serious misconduct, will result in disciplinary procedures and can result in the volunteer being dismissed without notice. Any criminal activities will be reported to the relevant authorities.

Serious misconduct is when a volunteer:

- causes serious and imminent risk to the health and safety of another person, or to the reputation or profits of the Club's business or
- deliberately behaves in a way that's inconsistent with continuing their role as a volunteer

Examples of serious misconduct include:

- theft
- fraud
- assault
- under the influence of drugs or alcohol

Further examples include, but are not limited to:

- deliberate, wilful damage or negligence resulting in the damage or injury to persons
- wilfully endangering the safety of yourself or others
- breaches of security procedures
- not using Personal Protective Equipment (PPE) that has been provided
- smoking in non-smoking areas
- any act that brings the club into disrepute, – this includes comments and media posted to social networking sites, including but not limited to:
 - Facebook, Twitter, Instagram, YouTube (refer to Social Media Policy)
- theft is stealing from the Frenchville Sports Club or from other volunteers, employees, members, customers or any other person. Examples include but are not limited to:
 - serving of free drinks or food to patrons, staff or yourself without payment being made
 - undercharging, giving away drinks or other products
 - the removal or consumption of any product (even if broken or out of date), without the consent of management

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- removal of promotional materials supplied to the Club
- falsifying information or defacing any official documentation
- unauthorised use of Club credit cards, accounts or fuel cards
- failure to receipt monies immediately
- verbal or physical abuse directed at customers, management, staff or anyone on the premises
- arguing with a patron or staff in front of others - this is a very negative customer service approach, that damages our business
- intoxication and/or drug taking during volunteer time, or prior to volunteer time, where lasting effects interfere with the ability to perform duties safely and competently
- undermining the code, directives and integrity of the Club
- discriminating, bullying or harassing other volunteers, staff, members and all sports participants
- breaching club confidentiality. This includes, but is not limited to, trading levels, profitability, security procedures, financial information, intellectual property, and member information

Theft

Proven theft, misappropriation or borrowing without the consent of the General Manager or Sports Manager, will lead to the police being called to lay charges and instant dismissal of volunteer status.

Obligations

All volunteers have an obligation, and duty of care, to:

- comply with prevailing community standards of equity, justice, fairness and compassion, in dealing with others, within and beyond the company
- perform duties in a responsible and professional manner, with due regard for Club policies and other legal requirements and obligations
- exert responsible stewardship of company resources
- promote and protect the Club's reputation in the wider community
- act appropriately when a conflict arises between our self-interest, and our duty to the Club
- safeguard the privacy and confidentiality of information obtained in the course of volunteering

Personal Conduct

All volunteers are expected to:

- treat everyone with courtesy, respect, kindness, consideration, and sensitivity to their rights
- always act honestly, in good faith, and respectful of the trust placed in us
- respect each individual's rights to privacy and keep personal information in confidence
- consider the impact of our decisions and behaviour on the well-being of others
- refrain from acting in any way that would unfairly harm the reputation of the Club or fellow members
- refrain from allowing personal relationships to affect professional relationships

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- refrain from all forms of harassment and discrimination based on gender, race, religious belief, political affiliation, pregnancy, disability, sexual orientation or illness, etc
- seek advice from an the General Manager or Sports Manager or Committee President where another volunteer’s behaviour is perceived to be in breach of the Code, and report any suspected corrupt, criminal or unethical conduct to the Sports Manager or General Manager

Bad Language

- do not engage in profanities within the hearing of members and visitors Profanity is defined as socially offensive language, and may also be referred to as:
 - bad, curse, cuss, swear words
 - crude, coarse language
 - oaths
 - blasphemous, vulgar, lewd language, vulgar language, expletives

Do not swear at, be derogatory or abusive to a member, guest or fellow volunteer.

Professional Conduct

All volunteers are expected to:

- perform duties diligently, impartially, conscientiously, with integrity, and to the best of our ability
- take our responsibility for the health and safety of ourselves and others when carrying out our duties
- keep up to date with advances and changes in the body of knowledge, and the professional and ethical standards relevant to our area of expertise
- strive to always achieve the highest service standards
- comply with any relevant legislative, industrial or administrative requirements, including observance and application of anti-discrimination policy
- comply with the principles of environmental responsibility
- foster teamwork and collegiality (friendliness) among all volunteers, and always give due credit to the contributions of others
- maintain adequate documentation to support any decisions made
- refrain from committing to purchase goods or services, until prior approval from the Sports Manager is granted
- take no improper advantage of any official information gained in the course of volunteering
- refrain from allowing personal political views, personal interests, and/or affiliations, to influence the performance of duties or exercise of responsibilities
- refer all media enquiries to the Sports Manager, General Manager, or Committee President
- not speak with the media, under any circumstances, unless prior approval from the Sports Manager, General Manager, or Committee President is granted

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- disclose any fraud, corrupt conduct or maladministration (mismanagement) to the Sports Manager, General Manager, or Committee President
- report any activities that breach the Code of Conduct and Volunteer Policies to the Sports Manager, General Manager, or Committee President

Club Resources & Property

All volunteers are expected to:

- use Club resources properly, responsibly and for legitimate purposes only
- use resources in a manner that causes no harm to Club property, the community or environment
- Strive to always obtain value for company money spent, and avoid waste and extravagance in the use of Club resources
- secure all Club property against theft or fraud, where possible
- maintain the integrity and security of all Club intellectual property
- refrain from using the Club's address and/or Post Office Box for personal use

Protection & Promotion of Club Reputation

All volunteers are expected to:

- promote the Club wherever possible in dealings with internal and external stakeholders, contractors, patrons, etc
- refrain from representing ourselves as spokespersons, or acting for, or on behalf, of the Club unless authorised to do so (when in doubt seek advice from the Sports Manager, General Manager, or Committee President)
- refrain from engaging in any activity that may compromise the Club's integrity and reputation

Conflicts of Interest

All volunteers are expected to:

- ensure that our actions, financial and/or other interests, do not conflict, or seem to conflict, with the obligations and requirements of the Club position, or advance our own interests over those of the company
- avoid any financial and/or other interests, or undertakings, that could directly or indirectly, compromise the performance of our duties
- take all suitable measures to avoid any situation in which we may have, or been seen to have, a conflict arising out of our relationship with others within or beyond the Club
- notify the Sports Manager, General Manager, or Committee President, as appropriate, of the existence of an actual or potential conflict of interest

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Privacy and Confidentiality

All volunteers are expected to maintain the security, integrity and confidentiality of Club, employees, volunteers and patron information including:

- trading methods and trade secrets
- operational and security procedures
- business dealings
- financial information including, trading levels and profitability
- intellectual property
- any other confidential Club information or associated organisation's affairs
- personal information of Club employees and members
- patrons drinking and gambling activities

Personal Information

All volunteers are expected to:

- only record personal information that is factual and necessary
- refrain from using or disclosing personal information without legal authority, or the consent of the individual, about whom the information relates
- refrain from disclosing personal information to enquirers, even if they claim to be a relative or friend

Privacy extends beyond current volunteering, to include any time after completion of your volunteering with Frenchville Sports Club.

Please refer to the Workplace Privacy Policy for detailed information relating specifically to the collection, use and disclosure of volunteer personal information.

Compliance and Breaches

All Club volunteers must comply with this Code of Conduct and report any breaches to the Sports Manager, General Manager, or Committee President, as appropriate. Volunteers whose conduct falls below the standards outlined in the Code, will be counselled accordingly and/or advised of their ineligibility to volunteer for the Club.

Breach of Code

Breach of this Code may result in disciplinary action being taken against the relevant volunteer, which may lead up to, and include ineligibility to volunteer.

Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a volunteer role is a serious breach of this code and may lead to formal discipline.

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Complaint Handling Procedure

Those individuals who believe they have witnessed inappropriate behaviour by another volunteer in relation to FSC, are able to make complaints following the procedure set out below.

Frenchville Sports Club recommends all incidents of inappropriate behaviour are reported.

If a volunteer decides not to report issues, the Club expects that this will be the end of the matter. In particular, the volunteer must not seek to progress the issue informally, e.g. allowing the matter to be the subject of conflict or of innuendo or gossip. Breach of this aspect of the code may attract disciplinary sanctions.

Further, all volunteers must appreciate that raising an allegation of inappropriate behaviour against another person in relation to Club activities is a serious matter. Regardless of whether the complaint is substantiated, the act of raising the complaint may have significant or permanent consequences for the other party. Frenchville Sports Club will not tolerate abuse of the processes outlined in this code or the making of vexatious complaints.

If you make a report, the Sports Manager or General Manager will mediate the dispute, initiate an investigation, or do both if it is deemed required. The course adopted will depend on the severity of the incident and the wishes of the parties and the Club.

Reporting Breaches of Code of Conduct

Frenchville Sports Club considers that it is important that any report be dealt with promptly, professionally and with sensitivity.

Informal complaint procedure

An informal complaint procedure includes a range of alternatives which can be applied in a flexible manner in order to address different complaints in consideration of the relevant circumstances.

The informal complaint procedure is intended to be used for less serious allegations of behaviours and instances which generally do not warrant disciplinary action being taken.

An individual who is unsure of whether or not to make a formal or informal complaint, can always make an informal complaint first and decide if they want to escalate the complaint to a formal complaint after speaking with the Sports Manager, General Manager, or Committee President

Different options for handling informal complaints may include, but are not limited to:

- the Sports Manager, General Manager, or Committee President having a conversation with the person who is alleged about the behaviour complained of
- the Sports Manager, General Manager, or Committee President having a meeting with the individuals concerned in an attempt to reach a resolution

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Formal complaint procedure

If a volunteer wants to proceed with a formal complaint, or if this is considered to be the most appropriate course of action, the procedure below will follow.

Written complaint lodged

Formal complaints will be required in writing to Sports Manager or General Manager.

A written complaint should include the names of individuals concerned, details of the incident(s) and the names of any witness present.

Formal investigation commenced

Where a written complaint has been lodged, a formal investigation procedure will commence as soon as practicable. Formal investigations may be conducted by the Sports Manager or General Manager.

Where acts of criminal violence may have been committed, the incident will be reported to the Police.

Regardless of whether the investigation is carried out internally or externally, the investigator will aim to follow the procedure set out below:

- clarify details of what took place and ensure that all necessary information is obtained
- identify the outcome the complainant is seeking
- discuss with the complainant their legal rights, including lodging a formal complaint with the Fair Work Commission and/or the Human Rights Commission
- discuss the complaint made with the person/s accused of the alleged behaviour
- make a determination as to whether the alleged behaviour occurred and if it constituted a breach of the volunteer code of conduct

Dispute resolution procedures should not interfere with the continued operation of the Club, where possible. Work is to continue normally during the dispute resolution process subject to any reasonable concerns about health and safety.

If Frenchville Sports Club feels it is appropriate in the interests of health and safety of volunteers and members concerned, and/or the efficiency of the investigation process, volunteers may be requested to refrain from attending for a period of time whilst the investigation is underway.

During any investigation, both the alleged victim and the alleged perpetrator will be afforded natural justice. This means that:

- complaints will be investigated promptly
- the allegations will be put to the alleged perpetrator
- each party will be given a fair opportunity to express their version of events

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- the alleged perpetrator will be treated as innocent unless the allegations are proven

Confidentiality

Whilst the person completing the investigation will endeavour to preserve the confidentiality of the complainant and the person complained of, it may be necessary to speak with other volunteers or people involved to determine what happened and to maintain the integrity of the investigation process.

Where potentially unlawful conduct has occurred, Frenchville Sports Club will need to alert the appropriate authorities.

Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process.

If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this code will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

Record keeping

All file notes relating to the report will be kept in locked files. Only staff involved in particular processes under this code will have access to these files. It is suggested that you keep diary notes of all incidents with names, dates, witnesses and any response you make in relation to the incidents.

Outcomes

The outcomes of a formal or informal complaint procedures, will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation find that an individual has acted outside the code of conduct, appropriate disciplinary procedures will be followed. The disciplinary action will be appropriate to the severity of the behaviour and may include a warning or ineligibility to volunteer, which may be instant dismissal where serious misconduct is deemed to have occurred.

Where the complaint involves a contractor or agent of Frenchville Sports Club, and an investigation process reveals that a person has engaged in unlawful conduct or other behaviour which is prohibited by this code, those concerned may face termination of their contracts immediately, or will not be renewed in the future.

Any person who has been found to have made a report that is vexatious or based on facts that the person ought reasonably believe to be false, will also be subject to disciplinary sanction.

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Related Policies

Staff, especially managers and supervisors, are encouraged to read this code in conjunction with other relevant policies, including:

- Alcohol & Drug Policy
- Bullying Policy
- Diversity Policy
- Sexual Harassment & Victimisation Policy
- Social Media Policy
- Sun Safe Policy
- Workplace Health & Safety Policy
- Workplace Privacy Policy

More Information

If you have a query about this code or need more information, please contact the Sports Manager

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The Frenchville Sports Club

Workplace Health & Safety Policy

Version 1.0

Workplace Health & Safety Policy

This policy sets out the standards for managing Workplace Health & Safety in the workplace, lists the duty obligations of all parties and details the method for resolving health and safety issues.

This policy is to read in conjunction with the WH&S Guidelines and Procedures Document which contains further detailed guidance for operating in a safe working environment at Frenchville Sports Club.

Purpose

This policy sets out the Frenchville Sport's Club approach to Workplace Health & Safety and is designed to ensure that all employees understand:

- what workplace health and safety is
- health and safety duty obligations
- how to raise a health and safety issue
- workplace consultation and representation
- offences and penalties

Definitions

due diligence means personally taking reasonable steps.

duty means a duty relating to health and safety imposed in Part 2 of the WHS Act.

facilities are things provided for the welfare of workers, such as toilets, drinking water, washing facilities, dining areas, change rooms, personal storage and first aid.

health includes psychological health as well as physical health.

health and safety committee (HSC) – a group including workers, HSRs and PCBUs (see definition below) that facilitates cooperation between a PCBU and workers to provide a safe place of work.

health and safety representative (HSR) – a worker who has been elected by a work group to represent them on health and safety issues.

officer means any person who makes, or participates in making, decisions that affect the whole, or a substantial part, of the organisation's activities; or who has the capacity to affect significantly the organisation's financial standing.

person conducting a business or undertaking (PCBU) means a person conducting a business or undertaking alone or with others, whether or not for profit or gain.

person with management or control means a PCBU with management or control over the workplace.

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plant means any machinery, equipment, appliance, container, implement or tool.

reasonably practicable means what could reasonably be done at a particular time to ensure health and safety measures were in place.

structure means anything that is constructed, whether fixed or moveable, temporary or permanent and includes buildings, masts, towers, framework, pipelines, transport infrastructure and underground works (shafts or tunnels).

substance means any natural or artificial substance in the form of a solid, liquid, gas or vapour.

supply means supply and re-supply of a thing provided by way of sale, exchange, lease, hire or hire purchase arrangement.

volunteer means a person who acts on a voluntary basis regardless of whether they receive out of pocket expenses.

worker means a person who carries out work in any capacity for a person conducting a business or undertaking. Workers include employees, contractors, subcontractors, outworkers, apprentices and trainees, work experience students, volunteers and PCBUs who are individuals if they perform work for the business.

work group means a group of workers who share similar work conditions.

workplace means any place where work is carried out for a business or undertaking.

Workplace Health and Safety (WHS), often referred to as Occupational Health and Safety (OH&S) involves the assessment and mitigation of risks that may impact the health, safety or welfare of those in your workplace.

Scope

This policy applies to all workers including:

- full-time, part-time and casual employees
- apprentices and trainees
- contractors and sub-contractors (temporary or otherwise) and their agents
- outworkers
- students gaining work experience
- volunteers

as well as:

- board members
- job candidates

In relation to their dealings with all persons in the course of the Club's business.

as well as all other persons in the workplace while they are:

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- under Frenchville Sports Club’s management and control
- using or handling Frenchville Sports Club’s plant or substances

as well as:

- the general public

This policy covers performing work in the conduct of Frenchville Sports Club including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace including any site away from the usual workplace

Policy Statement – Health and Safety

Our Commitment

Frenchville Sports Club is committed to protecting the health and safety of all workers, to provide work environments that do not compromise the safety of any individual, and to ensure that occupational health and safety is proactively managed throughout the organisation.

Frenchville Sports Club is committed to eliminating the possibility or risk of harm arising for our workers:

- in any workplace under our management and control
- from the conduct of our business
- in the environment in which our workers work
- from the plant or systems of work used by our workers
- from the arrangements we have for use, handling, storage and transport of plant or substances
- from the facilities we provide for the welfare of our workers

If there is something reasonably practicable that Frenchville Sports Club can do to reduce or eliminate health and safety risk, we will do it.

Our Objectives

Our commitment to a comprehensive workplace health and safety strategy is demonstrated through our objectives of:

- ensuring occupational health and safety issues are considered an integral part of the way we do business
- complying with all applicable occupational health and safety laws, regulations, statutory obligations, codes of practice and client and industry requirements
- encouraging appropriate consultation with employees on the company’s health and safety policies and standards, and ensuring that these are communicated and observed
- implementing risk management systems to identify, assess, monitor and control workplace risks and hazards

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- establishing measurable objectives and targets to ensure continued improvement aimed at elimination of work-related injury and illness
- ensuring the workplace is in a condition that is safe with minimal hazards to employees, patrons and members of the public
- providing adequate information, instruction, training and supervision to our workers to enable them to perform their work safely
- encouraging the reporting of behaviour which breaches this policy
- promoting appropriate standards of conduct

Our Vision

Our vision is to foster a workplace culture where safety is considered a core value, safe behaviour is encouraged and respected, and continual improvement is considered to be part of the Frenchville Sports Club way.

We will ensure that our Workplace Health and Safety Policy is understood, implemented and maintained at all levels. This policy compliments our Environmental Policy.

Legislation

This policy reflects the spirit and intent of legislation including:

- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *Codes of Practice*

Policy Application – Health & Safety Plan

The Club uses a health and safety management system that:

- identifies workplace hazards
- assesses risks to health from those hazards
- implements appropriate measures to control those risks
- complies with the management system standard AS/NZS 4801

Implementation

The following persons have responsibilities for implementing this system:

- Board Members – take all reasonable steps to ensure compliance with health and safety statutory requirements and our policy; demonstrate commitment towards reducing the number and severity of work-related injuries.
- Managers – take all reasonable steps to ensure compliance with health and safety requirements and this policy, and so far as is reasonably practicable, ensure the provision of a safe working environment and safe systems of work within the place under their management. [Operations Manager]

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- Supervisors – take all reasonable steps to ensure compliance with health and safety requirements and this policy and as soon as practicable, rectify any identified hazards, investigate hazards reported and conduct regular, formal health and safety workplace audits. [Duty Managers]

The Club will ensure these people have adequate training and supervision to be involved in managing health and safety.

Monitor and review

Frenchville Sports Club will monitor and review the effectiveness of measures implemented to control health and safety risk and the discharging of responsibilities through compliance audits and reporting. [insert others as applicable]

A monthly report on health and safety will be provided by the Health and Safety Representative to the General Manager.

The Club measures the effective operation of the system using the following indicators:

- number of health and safety inspections and audits carried out, lost-time injury frequency rates, workers' compensation costs and qualitative injury/illness rates

Procedure to inform and train workers

The Club uses the following procedure to inform and train the Club's workers:

- induction – Employee Handbook and WHS Policy
- WHS segments in staff meetings
- training sessions

Work Health & Safety Duties

General Principles

The WHS Act outlines general health and safety duties of PCBUs, officers of companies, workers and other people at a workplace. These general duties require the duty holder to ensure health and safety, so far as is reasonably practicable, by eliminating risks to health and safety. If this is not possible, risks must be minimised so far as is reasonably practicable.

In the context of this workplace, references to the following terms mean:

- PCBU – The Frenchville Sports Club
- Officer – Board Members, General Manager, Operations manager, Human Resources Manager and Sports and Sponsorship Manager
- Worker – all employees

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Duties of PCBU

The Frenchville Sports Club has a duty of care to ensure the health and safety of workers and any other people who may be at risk from work carried out by the business, so far as is reasonably practicable. Specific duties include:

- providing and maintaining a working environment that is safe and without risks to health, including the entering and exiting of the workplace
- providing and maintaining plant, structure and systems of work that are safe and do not pose health risks (e.g. providing effective guards on machines and regulating the pace and frequency of work)
- ensuring the safe use, handling, storage and transport of plant, structure and substances (e.g. toxic chemicals, dusts and fibres)
- providing adequate facilities for the welfare of workers at the workplace under their management and control (e.g. washrooms, lockers and dining areas)
- providing workers with information, instruction, training or supervision needed for them to work safely and without risks to their health
- monitoring the health of their workers and the conditions of the workplace under their management and control to prevent injury or illness
- maintaining any accommodation owned or under their management and control to ensure the health and safety of workers occupying the premises
- consulting with workers and HSR's about matters that directly affect them

In addition, the Frenchville Sports Club must ensure, so far as is reasonably practicable that:

- the workplace, the means of entering and exiting the workplace and anything arising from the workplace do not affect the health and safety of any person
- fittings and plant do not affect the health and safety of any person
- all workplace activity relating to plant or structure including its decommissioning or dismantling is without risks to health or safety

Duties of Officers

Officers must exercise due diligence to ensure Frenchville Sports Club complies with its health and safety duties and obligations.

Due diligence includes personally taking reasonable steps to:

- ensure compliance with health and safety statutory requirements and this policy
- demonstrate commitment towards reducing the number and severity of work-related injuries
- acquire and keep current information on work health and safety matters
- understand the nature and operations of the work and associated hazards and risks
- ensure the PCBU has, and uses, appropriate resources and processes to eliminate or reduce risks to health and safety
- ensure the PCBU has appropriate processes to receive and consider information about incidents, hazards and risks, and to respond in a timely manner
- ensure the PCBU has, and implements, processes for complying with their duties and obligations (e.g. reports notifiable incidents, consults with workers, complies with notices, provides training and instruction and ensures HSRs receive training entitlements)

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Duties of Workers

Workers are responsible for ensuring that their own work environment is conducive to good workplace health and safety by:

- complying and co-operating with workplace health and safety policies, procedures and instructions given by an Officer or PCBU
- taking care for their own health and safety and the health and safety of others who may be affected by their actions or omissions
- taking action to avoid, eliminate or minimise hazards
- reporting all known or observed hazards to the appropriate person
- reporting immediately any work-related injury to or near-miss incident to the appropriate person
- actively participating in the management of health and safety risks
- not wilfully placing at risk the health, safety or wellbeing of others at the workplace
- being familiar with emergency and evacuation procedures and cooperating with directions from emergency or evacuation wardens

Duties of other persons at the workplace

Any person at a workplace, including customers and visitors, must:

- take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions
- cooperate with any actions taken by the PCBU

Key concepts of duties under the WHS Act:

- a duty cannot be transferred to another person
- a person can have more than one duty
- more than one person can have a duty
- a duty holder cannot transfer their responsibilities
- duties may apply to a person acting in a variety of roles
- where more than one person has a duty for the same matter each person:
 - retains responsibility of that matter; and
 - must fulfil that duty to the extent that has the ability to influence and control the matter except where it has been agreed otherwise

Consultation, Representation and Participation

The *Work Health and Safety Act 2011* (WHS Act) requires duty holders to consult, cooperate and coordinate activities with others who have a duty in relation to the same matter; and to consult with workers who carry out work for the business or undertaking.

This is achieved through the effective and coordinated efforts of:

- PCBU - person conducting a business or undertaking
- WHSO - work health and safety officer

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- HSR - health and safety representatives
- HSC - health and safety committees.

Worker Consultation

Consultation is an essential part of managing health and safety risks. A safe workplace is more easily achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about any health and safety concerns and works together to find solutions.

This includes cooperation between the people who manage or control the work and those who carry out the work or who are affected by the work. By drawing on the knowledge and experience of everyone, more informed decisions can be made about how the work should be carried out safely.

As far as is reasonably practicable, Frenchville Sports Club will consult with workers who are or are likely to be directly affected when we:

- identify or assess health and safety hazards or risks at a workplace under our management and control or arising from the conduct of our business
- determine measures to be taken to control health and safety risks at a workplace under the Company's management and control or arising from the conduct of our business
- determine the adequacy of facilities for the welfare of the Company's workers
- change any of the procedures set out in this policy
- determine the membership of the health and safety committee
- propose changes that may affect the health or safety of the Club's workers to the workplace and/or the plant, substances or other things used at the workplace and/or the conduct of the work performed at the workplace

Frenchville Sports Club will consult by sharing information about these matters and giving workers a reasonable opportunity to express views on them. The Club will take into account those views. Consultation must involve the health and safety representative and be in accordance with procedures agreed upon with workers for undertaking consultations.

Representation

Health and safety representatives (HSR) and health and safety committees (HSC) provide the means to:

- give workers a voice in health and safety matters at the workplace
- involve workers through participation and consultation

Health and Safety Representative (HSR)

An elected Health and Safety Representative represents the health and safety interests of a work group and is entitled to perform the following tasks for the work group:

- undertake workplace inspections
- review the circumstances of workplace incidents
- accompany a Workplace Health & Safety QLD inspector during an inspection
- represent the work group in health and safety matters

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- attend an interview about health and safety matters with a worker from the work group (with the consent of the worker)
- request that a health and safety committee be established
- participate in a health and safety committee
- monitor compliance measures
- investigate work health and safety complaints from work group members
- inquire into any risk to the health and safety of workers in the work group
- issue provisional improvement notices and direct a worker to cease unsafe work (once completed the approved training)

A Health and Safety Representative is not personally liable for anything done, or not done, in good faith while carrying out their role.

Health and Safety Committee (HSC)

A health and safety committee facilitate cooperation between a PCBU and workers in developing and carrying out measures to ensure health and safety at work. This includes health and safety standards, rules and procedures for the workplace.

An HSC must meet at least once every three months and at any reasonable time at the request of at least half of the members of the committee.

Offences and penalties

An officer may be charged with an offence under the WHS Act independently of any breach of duty by the PCBU.

Workplace Health and Safety Queensland and inspectors can take legal proceedings for any offence under the WHS Act. In addition, the Director of Public Prosecutions may also initiate proceedings for Category 1 offences.

Health and safety duty offences

The WHS Act provides for three categories of offences for breach of health and safety duties and outlines the maximum penalties that apply to an individual, a PCBU, a worker or an officer of a corporation or unincorporated association, and to a body corporate.

Category 1 – a duty holder engages in conduct that recklessly exposes a person to a risk of death or serious injury or illness. This offence is a crime and will be prosecuted in the District Court.

Category 2 – a duty holder fails to comply with a health and safety duty that exposes a person to risk of death or serious injury or illness.

Category 3 – a duty holder fails to comply with a health and safety duty.

Proceedings for Category 2 and 3 offences will be taken summarily in the Magistrates Court.

Volunteers are liable for duties owed as workers or other people at a workplace.

An unincorporated association is also exempt from prosecution.

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However, an officer of the unincorporated association (other than a volunteer) may be prosecuted for a failure to comply with an officer's duty (s.27) and a member of the association may be prosecuted for failure to comply with the duty of a worker (s.28) or of another person at a workplace (s.29).

Procedure if prosecution is not brought

If a person considers a Category 1 or 2 offence has occurred and no prosecution has been brought between six and twelve months of the alleged contravention, they can request that Workplace Health and Safety Queensland bring a prosecution.

Workplace Health and Safety Queensland has three months to advise its decision. If the decision is not to prosecute, a person may make a written request to Workplace Health and Safety Queensland to refer the matter to the Director of Public Prosecutions within one month.

The Director of Public Prosecutions must consider the matter and advise Workplace Health and Safety Queensland within one month whether a prosecution should be brought. Workplace Health and Safety Queensland must provide the person with a copy of the advice and, if Workplace Health and Safety Queensland declines the advice, the reasons why.

Penalties for breach of health and safety duty offences

Penalties for breach of health and safety duty offences are outlined in the following table:

	Corporation	Individual as PCBU or officer	Individual as worker or other
Category 1	\$3 million	\$600,000, five years jail or both	\$300,000, five years jail or both
Category 2	\$1.5 million	\$300,000	\$150,000
Category 3	\$500,000	\$100,000	\$50,000

Breach of this policy

Breach of this policy may result in disciplinary action being taken against the relevant employee, which may lead up to, and include termination of employment.

If a contractor of Frenchville Sports Club is found to have breached this policy, their contract stands to be terminated, or may not be renewed in the future.

Issue Resolution

If there is a health and safety issue at a workplace, the relevant parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue.

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If a worker wishes to raise for resolution a health or safety issue that has arisen in the workplace or arising from the conduct of our business, the procedure set out below will apply.

The senior manager in that part of the workplace where the issue has arisen will represent the Club in resolving the issue (unless the Club informs all parties someone else will represent us).

The health and safety representative, or if there is no health and safety representative, a worker nominated by workers, will act on behalf of workers affected by an issue.

At any stage in the resolution of an issue, a party may seek the assistance of a union or employer association to assist in resolving the issue.

If a worker wishes to raise for resolution a health or safety issue that has arisen in our workplace or from the conduct of our business, the worker must report the issue to our representative and the representative of the workers affected by the issue.

As soon as is reasonably possible after reporting the issue, our representative will meet with the representative of the workers affected by the issue.

For the purpose of resolving the health and safety issue as quickly and effectively as possible, these representatives will consider:

- the number and location of workers affected by the issue
- whether appropriate temporary measures are possible or desirable
- how long it will take to permanently resolve the issue
- who on our behalf is responsible for performing and overseeing any action agreed necessary to resolve the issue

After an issue is resolved, the Club will endeavour to circulate amongst all parties a written record detailing the issue and matters relating to its resolution. The Club will ensure that any agreement reached in the course of resolving the issue is brought to the attention of the workers affected by the issue and given to the health and safety committee.

Policy Statement – Environment

Our Commitment

The Frenchville Sports Club is committed to effective environmental management and to meeting the requirements of ISO 14001.

Our Objectives

In line with the company's vision and values, the following objectives have been adopted:

- compliance with environmental legislation, codes, standards, regulations, and other legal and contractual obligations.
- communication with our clients and other interested parties to ensure we understand and address their environmental concerns.

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- implementation and maintenance of the club's Environmental Management Plan which complies with the current requirements of AS ISO 14001.
- continual improvement in all areas of our operations including those activities which affect land, water and air.
- prevention of pollution, the reduction of waste, conservation of resources, and the proper disposal of hazardous and waste products that minimises health, safety and environmental impact.
- increasing environmental awareness of employees and contractors through communication, induction and training.
- encouraging all employees to reduce, reuse, and recycle materials where practicable to minimise the generation of waste.

Implementation of the policy is achieved by regular management review of our environmental management system, by adherence to procedures of the system and through use of formal corrective and preventive action processes.

This policy compliments the Club's Workplace Health and Safety Policy and will be communicated to employees and contractors. It will be displayed in a prominent position and will be made available to members of the public upon request.

Legislation

This policy reflects the spirit and intent of legislation including:

- *Environmental Protection Act 1994 and Regulations*

Standards of Behaviour – Environment

All parties must:

- comply with the Club's Policies and Procedures
- comply with the 'general environmental duty' and 'due diligence' under the Environmental Protection Act
- assist in the identification, elimination and prevention of the risk of environmental harm due to the workplace or workplace activities

In addition to their responsibilities as employees, managers must:

- assist to ensure the Club's strategic and operational activities are planned and conducted in such a manner as to minimise, and where possible avoid, adverse effects on the environment
- actively be involved in developing Environmental Management policies and procedures for: waste management and disposal; energy, noise and water management; environmental hazard and event reporting

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Related Policies

- Code of Conduct
- Alcohol and Drugs Policy
- Workplace Bullying Policy

More information

If you have a query about this policy or need more information, please contact the Workplace Health & Safety Officers.

Further information

For further information about Workplace Health and Safety, visit:

- Workplace Health & Safety QLD
 - Website: www.worksafe.qld.gov.au
 - Phone: 1300 362 128

To obtain a copy of the WHS Act, go to www.legislation.qld.gov.au

Environment

To obtain a copy of the Environmental Protection Act, go to www.legislation.qld.gov.au

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FRENCHVILLE
SPORTS CLUB

ROCKHAMPTON • EST 1948

The Frenchville Sports Club

Child Safety Policy

Version 1.0

Child Safety Policy

This policy sets out the Frenchville Sports Club's (the Club) position for measures to protect all children in activities related to the Club in any way.

Purpose

Frenchville Sports Club aims to create and maintain an inclusive, child-safe environment that is understood, endorsed, put into action and adhered to by everyone.

This Policy:

- a. is part of the Club's proactive and preventative approach to upholding its commitment to the safety, wellbeing, participation and empowerment of all children accessing the Club's programs, services and facilities
- b. outlines prohibited conduct and imposes obligations on persons bound by this Policy, to respond to allegations of prohibited and reportable conduct and to implement a commitment to child safety and child-safe practices, including engagement and screening of people that have contact with children
- c. seeks to ensure that persons bound by this Policy are aware of their legal and ethical rights and responsibilities as well as the standards of behaviour expected of them

Definitions

child means a person under the age of 18 years

child abuse is the mistreatment of a child that:

- causes, is causing or is likely to cause any detrimental effect of a significant nature to that child's physical, psychological or emotional wellbeing
- does, or is likely to, endanger that child's physical or emotional health, development or wellbeing, whether through a:
 - single act, omission or circumstance, or
 - series or combination of acts, omissions or circumstances
- includes Physical abuse, Emotional or Psychological abuse, Sexual abuse, Grooming and Neglect

physical abuse occurs when a person subjects a child to non-accidental physically aggressive acts, which may cause injury intentionally or inadvertently as a result of physical punishment or the aggressive treatment of a child. Physically abusive behaviour includes:

- shoving, hitting, slapping, shaking, throwing, punching, biting, burning, kicking
- harmful training methods or overtraining where there is the potential to result in significant damage to a child's physical development

emotional or psychological abuse occurs when a child does not receive the love, affection or attention they need for healthy emotional, psychological and social development. Such abuse may involve:

- repeated rejection or threats to a child
- constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule and rejection
- Bullying or Harassment
- continual coldness
- harmful training methods or overtraining where there is the potential to result in significant damage to a child's physical, intellectual or emotional wellbeing and development

sexual abuse occurs when an adult or person in authority (i.e. older, or younger but more physically or intellectually developed) involves a child in any sexual activity. Perpetrators of sexual abuse take advantage of their power, authority or position over the child for their own benefit.

It can include;

- making sexual comments to a child
- kissing, touching a child's genitals or breasts, oral sex or intercourse with a child
- encouraging a child to view pornographic videos, websites or images
- engaging a child to participate in sexual conversations over social media or otherwise is also considered Sexual abuse

sexual exploitation is a form of Sexual abuse and occurs when a child is forced into or involved in sexual activities that are then unlawfully recorded in some way, or recorded without the consent of one or more parties, or used to produce pornography. Such pornography can be in the form of photographs or videos, whether published or circulated on the internet or social media.

grooming describes what happens when a perpetrator or potential perpetrator of child abuse builds a relationship with a child with a view to abusing them in the future. There is no set pattern in relation to the grooming of children.

For some perpetrators, there will be a lengthy period of time before the abuse begins - the child may be given special attention, and what starts as an apparently normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour.

Other perpetrators may draw a child in and abuse them relatively quickly. Some abusers do not groom children but abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as sport, leisure, music, religious activities, on social media or by other technological means.

harassment means any type of behaviour (including one-off incidents) towards a person that they do not want and that is offensive, abusive, belittling or threatening and that is reasonably likely to cause harm to the person who is subject to the harassment.

neglect is the persistent failure or deliberate failure or denial to meet a child's basic needs. child Neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention, or supervision to the extent that the child's health and development is or is likely to be harmed.

Types of neglect include physical, medical, emotional, and educational neglect, and abandonment.

Scope

This policy applies to all Club representatives including:

- full-time, part-time and casual staff who supervise junior employees
- apprentices and trainees
- students gaining work experience
- volunteers
- sporting participants
- board members

This policy covers behaviour including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace

Policy Statement

Our Commitment

Frenchville Sports Club has a zero-tolerance policy to child abuse and neglect in any form.

The Club is committed to safeguarding and promoting the welfare of children by providing a safe and inclusive environment and by ensuring that relevant persons are educated and informed on their responsibilities to protect and look after children.

Frenchville Sports Club is strongly committed to community sport environments that are safe, supportive and friendly for children. We are committed to working with all involved in sport so that children can enjoy sport and feel safe, valued and encouraged to reach their full potential. All children have the right to feel and be safe and protected from all forms of child abuse and neglect.

Standards of Behaviour

Ensuring the safety, welfare and wellbeing of children is a shared responsibility. Staff and volunteers should refer to the relevant Code of Conduct in conjunction with this document.

Persons bound by this Policy must:

- treat all children with respect
- know how to identify and respond to child abuse, and understand their responsibility in relation to child safety and identifying and responding to child abuse
- comply with the child Safe Practices
- comply with the Australian Child Protection Legislation; and if undertaking, managing or supervising child-related work, familiarise themselves with the mandatory reporting requirements in their relevant jurisdiction and comply with those legislative requirements

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- report any concerns or allegations relating to child safety
- ensure child safety is considered when developing any program

The Frenchville Sports Club Board, Employees and Volunteers commit to understanding and implementing this Child Safety Policy.

Frenchville Sports Club will take measures to ensure the Club recruits employees and contractors who are suitably qualified and committed to providing professional, safe and enjoyable programs and services to children and meet the Australian Child Protection Legislation requirements.

All persons who supervise children are required by the Club to hold a Queensland Government Blue Card.

Blue Card Services administers the blue card system—Queensland’s Working with Children Check.

All children in Queensland have a right to be safe and protected from harm. The blue card system regulates activities that are essential to children’s lives. These include childcare, education, sport, cultural activities and foster care. We check and monitor people who work in these industries and help organisations to create safe environments for children.

The blue card system is regulated by two pieces of legislation: the Working with children (Risk Management and Screening) Act 2000 (the Act) and the Working with children (Risk Management and Screening) Regulation 2020.

The blue card system contributes to the creation of safe service environments for children in various ways. Just as each piece of a jigsaw comes together to make a complete picture, the same applies to the blue card system. The different parts all play an essential role in keeping children and young people safe and it works best when all parts work together.

Child Safe Practices

Frenchville Sports Club is committed to safeguarding children. The Club’s Child Safe Practices have been developed to identify and prevent behaviour that may be harmful to children.

Sexual Misconduct

Persons bound by the Policy must not engage in, or allow any form of sexual behaviour between, with, or in the presence of, children.

‘Sexual behaviour’ is to be interpreted widely, to encompass the entire range of actions that would reasonably be considered to be sexual in nature, including but not limited to:

- ‘contact behaviour’, such as sexual intercourse, kissing, fondling or sexual penetration
- ‘non-contact behaviour’, such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity

Professional boundaries

Frenchville Sports Club employees, contractors and volunteers must act within the scope of their role when working with children. They must not:

- provide any form of support to a child or their family unrelated to the scope of their role (e.g. financial assistance, babysitting, etc)
- take images or footage of children unless specifically approved
- wear uniform or identification outside of authorised activities
- exhibit any type of favouritism towards a child
- transport children unless specifically approved
- give gifts/presents to children other than the provision of official awards and/or authorised by supervisor
- engage in open discussions of a mature or adult nature in the presence of children
- use inappropriate language, in the presence of children (e.g. swearing, sexually explicit language)
- discriminate against any child, including on the basis of gender identity, culture, race, or disability
- have one on one contact with a child outside of authorised activities (includes in-person as well as by phone or online)
- where there is no existing social, personal or family relationship, accept an invitation to attend any private social function at the request of a child or their family

If any employee, contractor or volunteer becomes aware of a situation in which a child requires assistance that is beyond their role or in the case of emergency, they must undertake any or all of the following at the earliest opportunity:

- Employees and contractors: refer the matter to an immediate Manager/ Supervisor and or HR Manager
- Volunteers: refer the matter to the Sports Manager who will contact the child's Parent/ Guardian

Use of language and tone of voice

Employees, contractors and volunteers should ensure that their language and tone of voice used in the presence of children:

- provides clear direction, boost their confidence, encourage or affirm them
- not be harmful to children. In this respect, avoid language that is:
 - discriminatory, racist or sexist
 - derogatory, belittling or negative, for example, by calling a child a 'loser' or telling them they are 'too fat'
 - intended to threaten or frighten; or
 - profane or sexual

Positive guidance

Employees, contractors and volunteers should:

- use appropriate techniques and behaviour management strategies to ensure an effective and positive environment and the safety and wellbeing of children and other participants
- use strategies that are fair, respectful and appropriate to the developmental stage of children involved
- provide children with clear directions and give an opportunity to redirect any misbehaviour in a positive manner

Employees, contractors and volunteers must not take disciplinary action against children involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

Supervision

Frenchville Sports Club requires that children participating in programs and services offered by the Club or using the Club's facilities be supervised at all times by their parents or employees, contractors or volunteers.

Employees, contractors and volunteers must ensure that supervision is constant, active and diligent and requires the supervisor to be in a position to observe each child, respond to individual needs, and immediately intervene if necessary.

One-to-one situations with children should be avoided, however some services and programs may involve such circumstances (e.g., medicine and physical therapy) and in this case, these situations will need to be identified and managed in an appropriate way.

Digital communication

For any electronic or online communication with children, employees, contractors and volunteers must adopt a two-deep model, that is, copy in a supervisor and a parent/guardian/carer in all communication.

When communicating with children, employees and contractors must ensure content is:

- directly associated with delivering our services, such as advising that a scheduled event is cancelled
- concise with personal or social content limited only to convey the message in a polite and friendly manner
- devoid of any sexual behaviour
- not promoting unauthorised social activity or contact

Photographing and filming of children

The ASC does not impose a blanket ban on photography or filming of children at our sites . Recording (photography, video, audio) may only take place at Frenchville Sports Club premises with the permission of the participants.

Employees, contractors and volunteers may only photograph or film a child if:

- the child's parent or guardian has provided approval for the photographs to be taken or for the video footage to be captured
- the context directly relates to Frenchville Sports Club or site related purposes
- the child is appropriately dressed and posed
- the image or footage is taken in the presence of other personnel

Employees, contractors and volunteers must not distribute images or footage (including as an attachment to an email) to anyone outside the Frenchville Sports Club other than the child photographed or their parent, without management knowledge and approval.

Employees, contractors and volunteers must store images and footage (digital or hard copy) in a manner that prevents unauthorised access by others and will be destroy or delete the images and footage as soon as they are no longer required.

Employees, contractors and volunteers must not exhibit any images or footage online or in publications (annual report) without parental knowledge and approval (through a signed image consent form), unless such images or footage are presented in a manner that de-identifies the child. Any caption or accompanying text may need to be checked so that it does not identify a child if such identification is potentially detrimental.

Physical contact with children

Employees, contractors and volunteers must ensure that any physical contact with children is appropriate to the delivery of Frenchville Sports Club programs or services and based on the needs of the child such as assisting with the use of equipment, technique, treatment by a health practitioner or administering first aid.

Employees, contractors and volunteers must not have contact with children that:

- involves touching of genitals, buttocks or the breast area other than as part of delivering medical or allied health services
- would appear to a reasonable observer to have a sexual connotation
- is intended to cause pain or distress to the child (e.g., corporal punishment)
- is overly physical (e.g., wrestling, horseplay, tickling or other roughhousing)
- is unnecessary (e.g., assisting with toileting when a child does not require assistance)
- is initiated against the wishes of the child except if such contact may be necessary to prevent injury to the child or to others, in which case:
 - physical restraint should be a last resort;
 - the level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the child to prevent harm to themselves or others; and
 - the incident must be reported to ASC management as soon as possible

Employees, contractors and volunteers must report to Frenchville Sports Club HR Manager or Sports Manager any physical contact initiated by a child that is sexual and/or inappropriate, for example, acts of physical aggression, as soon as possible.

Overnight stays and sleeping arrangements

Employees, contractors and volunteers involved in an overnight stay including children must observe the following standards of conduct that:

- children are provided with privacy when bathing, toileting and dressing
- Appropriate dress standards are observed when children are present – such as no exposure to adult nudity
- children will not be exposed to pornographic material, for example, through movies, television, the internet or magazines
- children will not be left under the supervision or protection of unauthorised persons such as accommodation staff, or peers
- Sleeping arrangements will not compromise the safety of children such as unsupervised sleeping arrangements, or an adult sleeping in the same bed as a child
- children have the right to contact their parents, or another adult, if they feel unsafe, uncomfortable or distressed during the stay

Change room arrangements

Employees, contractors and volunteers must ensure that:

- children are supervised in change rooms whilst ensuring their right to privacy
- a minimum of two adults of the same gender as the group should be present at all times
- adults do not shower or change at the same time as supervising groups of children
- adults avoid one-to-one situations with a child in a change room area
- adequate supervision in 'public' change rooms is provided when they are used, providing the level of supervision required for preventing abuse by members of the public, adult users, or general misbehaviour, while also respecting a child's privacy; and
- phones, cameras and recording devices are not used in changing rooms and in particular while children are getting dressed

Frenchville Sports Club allows the following:

- children up to seven years of age may use the male or female changes rooms with their parent/guardian/carer
- children over seven years may use the change room of their gender or the family change room; and
- family change rooms are available and are prioritised for use by parents/guardians/carers with children, one of which is over seven years of age and the opposite gender, as well as for individuals who require assistance or privacy

Use of, possession or supply of alcohol or drugs

Employees, contractors and volunteers while responsible for the care of children, must not:

- use, possess or be under the influence of an illegal drug
- be under the influence of alcohol
- be incapacitated by any other legal drug such as prescription or over-the-counter drugs
- supply alcohol or drugs (including tobacco) to children

- supply medicines or deliver medication except with the consent of the parent/guardian/carer of the child and under a valid prescription for that child and at the prescribed dosage

Transporting children

Employees, contractors and volunteers may only transport children in circumstances that are directly related to the delivery of Frenchville Sports Club programs and services.

Other than in an emergency, Employees, contractors and volunteers must not transport children without prior written approval from their parent or guardian. Seeking approval requires providing information about the proposed journey, including the:

- form of transport to be used
- reason for the journey
- route to be followed, including any stops or side trip; and
- details of anyone who will be present during the journey

Employees, contractors and volunteers may only transport children in a vehicle when the manufacturer stated capacity is adhered to and seatbelts and child restraints must meet Australian Standards (AS/NZS1754).

Drop off and pick up of children

The following principles must be applied by Employees, contractors and volunteers:

- parents/guardians/carers to be advised of the time and location of the program and/or service, including start and finish times
- parents/guardians/carer to be advised to arrive before scheduled commencement times to ensure that children are not left unattended
- There is an accessible register of parent and guardian emergency contact numbers and an operational phone
- any alternative pick-up arrangements for children has the consent of the parent or guardian
- ensure that if a parent or guardian is late, there are reasonable attempts to contact them. It is not the responsibility employees, contractors and volunteers to transport children home if their parent or guardian is late for pick up
- not leave the venue until all children have been collected by their parents and guardians

Children in the workplace

There may be occasions whereby employees or contractors who are parents/guardians/carers may bring their children into the Frenchville Sports Club workplace.

On these occasions, children must be supervised by their parent/guardian/carer at all times and where possible prior approval must be sought from the team's Supervisor or Manager.

To minimise impact for all involved, meeting rooms may be booked to cater for caring and working requirements.

Children must not be brought into Frenchville Sports Club work environments if they are sick or unwell. Flexible work arrangements are available to Club employees and discussions with supervisors encouraged to cater for caring commitments.

Responding to child Abuse Allegations and Reporting

Frenchville Sports Club promotes and provides an environment in which all people including children are encouraged to speak up when they are uncomfortable or concerned about child safety. Persons bound by this Policy must identify, report and respond to any allegation, disclosure or concern regarding child abuse or Neglect towards children in accordance with the Code of Conduct

If employees, contractors or volunteers become aware of a situation in which a child requires assistance that is beyond their role or in the case of emergency, they must undertake any or all of the following at the earliest opportunity:

- For employees and contractors, refer the matter to their manager or the HR Manager
- For volunteers, refer the matter to the Sports Manager

Some general indicators of child abuse include:

- showing wariness and distrust of adults
- rocking, sucking or biting excessively
- bedwetting or soiling
- demanding or aggressive behaviour
- sleeping difficulties, often being tired and falling asleep
- low self-esteem
- difficulty relating to adults and peers
- abusing alcohol or drugs
- being seemingly accident prone
- having broken bones or unexplained bruising, burns or welts in different stages of healing
- being unable to explain an injury, or providing explanations that are inconsistent, vague or unbelievable
- feeling suicidal or attempting suicide
- having difficulty concentrating
- being withdrawn or overly obedient
- being reluctant to go home
- creating stories, poems or artwork about abuse

Some indicators of neglect include:

- malnutrition, begging, stealing or hoarding food
- poor hygiene, matted hair, dirty skin or body odour
- unattended physical or medical problems
- comments from a child that no one is home to provide care
- being constantly tired
- frequent lateness or absence from school
- inappropriate clothing, especially inadequate clothing in winter
- frequent illness, infections or sores
- being left unsupervised for long periods.

How to determine if there is significant harm

Section 13C of the *Child Protection Act 1999* provides guidance when forming a reasonable suspicion about whether a child has suffered significant harm, is suffering significant harm, or is at an unacceptable risk of suffering significant harm. The matters that a person may consider include:

- whether there are detrimental effects on the child’s body or the child’s psychological or emotional state:
 - that are evident to the person
 - that the person considers are likely to become evident in the future
 - in relation to any detrimental effects to the child the reporter may consider:
 - their nature and severity
 - the likelihood that they will continue
 - the child’s age

The person’s consideration may be informed by an observation of the child, other knowledge about the child or any other relevant knowledge, training or experience that the person may have.

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

Responding to a disclosure

Any person bound by this Policy may receive a direct or third-party disclosure relating to child safety. The table below is a summary of how to respond to a disclosure:

DO	DO NOT
<ul style="list-style-type: none"> • listen carefully • control your verbal and facial expressions • tell them you believe them • reassure them that they have done the right thing by telling you • acknowledge it is hard to talk sometimes • reassure them that they are not to blame • tell them what you will do next – let them know you want to protect them and will need to tell someone else who will be • if you cannot answer a question they have, tell them you don’t know but will talk with the right people to get them help • let them know you are there for them and they can trust you • make written notes about what they told you and contact the Sports Manager 	<ul style="list-style-type: none"> • express anger about the alleged abuser – they may be an adult the child loves • confront the alleged abuser • pressure the child for information or quiz/question them for details beyond what they freely want to say • make promises you cannot keep – such as promising you will not tell anyone

What is a 'disclosure' of harm?

A disclosure of harm occurs when someone, including a child, tells you about harm that has happened, is happening, or is likely to happen to a child.

Disclosures of harm may start with:

- 'I think I saw...'
- 'Somebody told me that...'
- 'Just think you should know...'
- 'I'm not sure what I want you to do, but...'

It is important to act quickly and in the best interests of the child or young person after a disclosure of harm is received, irrespective of the alleged source of harm.

Managing and recording a disclosure

Employees, contractors and volunteers should:

- remain calm and listen attentively, actively and non-judgementally
- ensure there is a private place to talk
- encourage the person to talk in their own words and ensure just enough open-ended questions are asked to act protectively (e.g. 'Can you tell me what happened'...or 'Can you tell me more about that'). Don't ask leading questions which tend to suggest an answer. Ensure the person is advised that the disclosure cannot remain a secret and it is necessary to tell someone in order to get help
- reassure the person they have done the right thing by telling you
- advise the child that you need to tell someone else who can help the child
- document the disclosure clearly and accurately, including a detailed description of:
 - the relevant dates, times, locations and who was present
 - exactly what the person disclosing said, using "I said," "they said," statements
 - the questions you asked
 - any comments you made
 - your actions following the disclosure
 - not attempt to investigate or mediate an outcome
- follow any relevant process for reporting a disclosure of harm and consider whether there are requirements to report matters to the Queensland Police Service

What is a 'suspicion' of harm?

A suspicion of harm is when someone has a reasonable suspicion that a child has suffered, is suffering, or is at an unacceptable risk of suffering, significant harm. This includes circumstances which relate to an unborn child who may be in need of protection after he or she is born. A child who has been, or may be experiencing, abuse may show behavioural, emotional or physical signs of stress and abuse.

There may also be other circumstances where there is concern for a child's welfare but it does not reach the threshold to be considered a disclosure or suspicion of harm.

You have a duty of care to follow up any suspicions of harm or potential risk of harm to children and young people in your care. You can do this by observing and recording the actions of children who might be at risk, and reporting your concerns to the relevant authority.

You can suspect harm if:

- a child or young person tells you they have been harmed
- someone else, for example, another child, a parent, or an employee, tells you that harm has occurred or is likely to occur
- a child or young person tells you they know someone who has been harmed (it is possible that they may be referring to themselves)
- you are concerned about significant changes in the behaviour of a child or young person, or the presence of new, unexplained and suspicious injuries
- you see the harm happening

Managing and recording a suspicion of harm (or other concern for a child's welfare)

Employees, contractors and volunteers should:

- remain alert to any warning signs or indicators
- pay close attention to changes in the child's behaviour, ideas, feelings and the words they use
- make written notes of observations in a non-judgemental and accurate manner
- assure a child that they can come to talk when they need to, and listen to them and believe them when they do, and
- follow any relevant process for reporting a suspicion of harm and consider whether there are requirements to report matters to the Queensland Police Service.

Complaints and concerns

Managing complaints

The Club is committed to treating complaints seriously and aims to address all complaints quickly and appropriately.

The Club is committed to protecting the rights of the complainant and treating all parties with respect.

The Club will be flexible when dealing with complaints or concerns from children and their families, including providing communication support or making reasonable adjustments to the complaints process to ensure that any barriers are removed.

The Club will manage complaints as outlined in the Code of Conduct.

Complaints may be child-initiated or adult-initiated and the Club encourages people to raise concerns to address the needs and safety of children.

Complaints and concerns may be raised informally or formally. Informal concerns may be raised to the Sports Manager at the time of the concern being identified. Formal complaints must be lodged in writing to the Sports Manager by letter, email.

Historical complaints

The Club is committed to responding to current and historical allegations. The Club will cooperate with external investigations regarding any current and / or historic complaints.

Media attention

A disclosure or suspicion of harm may attract media notice. It is critical to avoid giving out protected or potentially damaging information. Employees, contractors and volunteers should not interact with any media under any circumstance. If the Club is required to give a statement, this will be managed by the General Manager.

Review

This policy will be reviewed each year to ensure it provides relevant information for the Club and its members.

Related Policies

Volunteers are encouraged to read this policy in conjunction with other relevant policies, including:

- Volunteers handbook
- Volunteer Code of Conduct and Policies

Staff should read this policy in conjunction with other relevant policies, including:

- Code of Conduct
- Sexual Harassment & Victimisation Policy
- Bullying Policy
- Workplace Privacy Policy
- Workplace Grievance Policy
- Social Media Policy
- Email, Internet & Computer Use Policy

More information

If you have a query about this policy or need more information, employees and contractors should contact the HR Manager and volunteers should contact the Sports Manager.

Please also refer to the information below:

- Blue Card Services
<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>
- Australian Sports Commission
<https://www.sportaus.gov.au/>
- Child Protection Act 1999 (Qld)
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010>
- Child Employment Act 2006
<https://www.legislation.qld.gov.au/view/pdf/inforce/2010-10-14/act-2006-002>
- Child Protection (International Measures) Act 2003
<https://www.legislation.qld.gov.au/view/pdf/inforce/2009-12-01/act-2003-057>
- Commission for children and Young People and Child Guardian Act 2000
<https://www.legislation.qld.gov.au/view/pdf/inforce/2004-09-01/act-2000-060>
- Director of Child Protection Litigation Act 2016
<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2016-023>
- Working with Children (Risk Management and Screening) Act 2000
<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2000-060>
- Working with Children (Risk Management and Screening) Regulation 2020
<https://www.legislation.qld.gov.au/view/pdf/asmade/sl-2020-0131>



FRENCHVILLE
SPORTS CLUB

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The Frenchville Sports Club

Alcohol and Drug Policy

Version 1.0

Alcohol and Drug Policy

This policy affirms the Club's strong commitment to reducing work-related risks associated with drug and alcohol use and outlines the procedure for the identification of impairment and the consequences of breaches.

Purpose

This policy sets out the Frenchville Sports Club's approach to alcohol and drugs and the associated effects in the workplace.

This policy is designed to ensure that all employees understand:

- what impairment is
- how the Club will identify impairment
- effects of alcohol and drugs in the workplace
- standards of behaviour
- actions that Frenchville Sports Club will take against impairment
- information and support available to employees

Definitions

blood alcohol concentration (BAC) — the concentration of alcohol in the bloodstream expressed in grams of alcohol per 100 mL of blood.

drugs are substances, other than food or water, that alter the way the body functions, physically or mentally. Drugs can be prescribed by a doctor to treat medical conditions, but some drugs are illegal.

impairment is the inability to perform one's job in the manner prescribed for that particular function or in accordance with established practice.

outworkers are contractors or employees who perform their work at home or at a place that wouldn't normally be thought of as a business premises.

serious misconduct means conduct that causes serious and imminent risk to the health and safety of another person or to the reputation or profits of the Club; or deliberately behaving in a way that's inconsistent with continuing employment.

workplace means Frenchville Sports Club at 105 Clifton Street, North Rockhampton and Frenchville House, Corner of Eldon and Clifton Streets, North Rockhampton.

Alcohol & Drug Policy	Document ID: POL01	Version 1.0
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Scope

This policy applies to all workers including:

- full-time, part-time and casual employees
- apprentices and trainees
- contractors and sub-contractors (temporary or otherwise) and their agents
- outworkers
- students gaining work experience
- volunteers

as well as:

- board members
- job candidates

In relation to their dealings in the course of the Club's business.

This policy covers behaviour including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace

While attending:

- conferences and/or meetings
- work-sponsored or work-related functions including client functions
- business and/or field trips
- office social events including Christmas parties

There will be no discrimination in the application of this policy.

Policy Statement

Our Commitment

Frenchville Sports Club is committed to preventing drug and alcohol related incidents and fostering safe behaviours at work.

This policy reflects the spirit and intent of health and safety legislation including:

- *Work Health and Safety Act 2011 (QLD)*
- *Work Health and Safety Regulation 2011*

Frenchville Sports Club has a responsibility to prevent harm caused by the use or abuse of alcohol or drugs in the workplace. Impairment by the consumption of alcohol or use of drugs during work at Frenchville Sports Club is unacceptable and the Club will not tolerate such behaviour under any circumstances.

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Employees must also accept responsibility to respect this policy and to present themselves for work with the capacity to work safely and productively. This means they must be fit and well enough to do their job, not be under the influence of alcohol or drugs, or use alcohol or illegal drugs, while at work.

Compliance with this policy is a condition of employment. Staff found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

Our Objectives

Our commitment to a comprehensive strategy to prevent the potential for alcohol and drugs to contribute to harm and work-related injury is demonstrated through our objectives of:

- promoting appropriate standards of conduct
- training and awareness strategies
- providing an effective procedure for handling behaviour which breaches this policy based on the principles of procedural fairness
- encouraging the reporting of behaviour which breaches this policy
- treating all complaints in a sensitive, fair, timely and confidential manner

Policy Application

Impairment

Any worker who is in a condition that impairs their ability to perform their job, endanger their own or others' safety, risk damage to equipment/assets or otherwise exposes Frenchville Sports Club to potential liability, will not be allowed to continue working or remain in the workplace until such time as they are fit and in a state to return to work.

Impairment includes, but shall not be limited to, the inability to:

- use or operate equipment properly
- communicate clearly or coherently
- exercise reasonable judgement in making decisions
- interact with others, and act, in an appropriate manner

Illicit drugs &/or related equipment

The possession of illicit drugs or equipment related to the use, manufacture, or purchase/sale of illicit drugs at the workplace, a work sponsored or related function, while on company premises, or while in command of a company vehicle or vehicle rented by Frenchville Sports Club will be grounds for immediate dismissal.

Prescription or over-the-counter drugs

Employees taking prescription drugs which may result in impairment, as described above, should advise their manager or supervisor so that suitable arrangements can be made to ensure that they are able to work in a safe and productive manner.

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Managers who have received such advice must not request unnecessary information and must make every effort to provide a safe work environment for both the employee concerned, and fellow employees.

A worker is not required to reveal the nature of the condition being treated or the type of medication, only that they are taking medication which has the potential to adversely impact upon safety.

Substance Dependency

Employees with an existing substance dependency which may result in impairment as described above should advise their manager so that suitable arrangements can be made to ensure that they are able to work in a safe and productive manner. Managers who have received such advice must make every effort to provide a safe work environment for both the employee concerned and fellow employees.

Identification of an affected person at work

The most senior Manager on duty or the Workplace Health and Safety Representative will be responsible for identifying a person under the influence of alcohol or drugs.

The following factors will be considered when identifying an affected person:

- appearance or behaviour indicates they are under the influence of drugs or alcohol
- consumption of alcohol beverages or using illegal drugs
- having alcohol on their breath

Consideration will also be made as to the possibility of someone being affected through other causes, such as fatigue, stress or a medical condition.

Procedures

Please refer to the 'Breach of Policy' section later in this document for the procedures for managing a worker who appears to be affected by alcohol and/or drugs.

Self-assessment

Workers are not to:

- present themselves for work if they have consumed alcohol and/or other drugs that affect their ability to work safely
- remain at the workplace if they become affected by alcohol and/or other drugs

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Effects of alcohol or drug use in the workplace

Working while under the influence of alcohol and drugs puts you and everyone around you at risk. Alcohol and drug use can have a number of adverse effects on our workplace including safety, workplace relationships, lower productivity and workplace economy.

Safety

An unsafe work environment is one with risks to health and safety due to impairment from:

- impaired judgement and movement
- impaired balance, coordination, vision and reflexes
- taking shortcuts
- making mistakes
- poor decision making

Workplace relationships with co-workers and patrons

The effects of drugs and alcohol can impact on behaviour for example:

- employee may act unprofessionally towards patrons or co-workers
- co-workers may be resentful for covering for others affected by drugs and alcohol
- 'hangover' effects of alcohol

Workplace productivity

The effects of drugs and alcohol can reduce workplace productivity due to absenteeism and low engagement resulting in:

- below standard quantity of work
- disruption to operations and co-workers covering for alcohol-affected employees

Workplace economy

Long-term alcohol and drug related burden can be attributed to:

- compensation and employer liabilities
- loss of skills and employees
- related costs of replacement and training new employees

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Standards of Behaviour

The Frenchville Sports Club has a duty of care to ensure that all employees and visitors are able to work in a safe and secure environment and sets out the following standards of behaviour:

All parties must:

- make themselves aware of their responsibilities and follow the standards of behaviour outlined in this Policy
- present themselves for work fit and well, not under the influence of alcohol or drugs that affect their ability to work safely
- not remain at the workplace if they become affected by alcohol and/or drugs
- not engage in the consumption of alcohol or the use of drugs during work
- not engage in any alcohol and drug abuse behaviour(s) towards others in, or connected with the workplace
- not assist, or encourage others in the workplace, or in connection with the workplace to engage in alcohol and drugs abuse behaviour(s) of any type
- advise the most Senior Manager on duty if they witness behaviour which appears to be a breach of this Policy
- respect and maintain confidentiality of complaint resolution procedures, including when providing information during the investigation of a complaint
- not engage in the spreading of gossip or rumours (this may expose you to a defamation action or a claim of victimisation)
- actively assist in the prevention of alcohol and other drug abuse by reporting early concerns about inappropriate behaviour

In addition to their responsibilities as employees, managers must:

- model appropriate behaviour themselves
- promote this policy through education and awareness
- monitor compliance of this policy
- identify signs of intoxication/impairment
- approach intoxicated/impaired workers
- act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard
- treat all issues, reports and complaints seriously and take immediate action
- refer formal complaints about breaches of this policy to the appropriate complaint handling officer for investigation
- ensure staff who raise an issue or make a complaint are not victimised

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Responsible Use of Alcohol at Work Sponsored Functions

Frenchville Sports Club is committed to the responsible use of alcohol at work-sponsored functions.

The most senior Club Manager at the function shall be responsible for ensuring that the following guidelines are adhered to:

- if alcohol is served, it must be done in a manner which accounts for its potential to affect both health and safety
- an adequate supply and choice of non-alcoholic beverages must be supplied
- food must be supplied at the same time as alcoholic beverages

Bartenders (or those responsible for serving) should ensure they:

- serve the correct amount of liquor in drinks (no doubles)
- must not serve individuals who appear to be intoxicated or impaired

When there is no senior manager present, then all employees must show responsibility in regard to appropriate alcohol serving and consumption.

Standards of Business Conduct at Work Sponsored Functions

Frenchville Sports Club discourages the use of alcohol, illicit or performance affecting drugs directly before or during the workday.

It is however recognised, that from time to time employees will be asked, and sometimes required, to attend company-sponsored functions at which alcohol will be served. Frenchville Sports Club does not expect or require its employees to drink alcohol at such functions and will ensure that a suitable range of non-alcoholic beverages is provided at company sponsored functions.

All employees are expected to exercise restraint with the consumption of alcohol at work-related functions.

If an employee consumes alcohol which will result in an inability to work safely or productively, that employee should excuse themselves from the workplace for the remainder of the day after first speaking with their manager. Repeated instances of such impairment or failure to leave the workplace may result in action being taken under this policy.

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Breach of Policy

The following sets out the process by which managers should deal with cases of impairment in the workplace which have jeopardised, or have the potential to jeopardise, workplace safety or security or reasonable standards of business conduct. In applying this process, managers must understand the entire context in which the impairment has occurred.

Notification to the appropriate authority will be made when Frenchville Sports Club becomes aware of any illegal conduct.

Impairment

A judgement of impairment is at the discretion of the employee's manager or their delegate. In the case of a judgement of impairment, a manager will take the following action:

First Instance

1. Manager will discuss the impact of the impairment with the employee.
2. Manager will discuss the availability of professional counselling in relation to the impact of alcohol/drugs in the workplace.
3. Employee will be required to leave the workplace for the remainder of the day without pay.
4. A taxi fare home will be provided. The employee must not drive home.
5. Manager of the employee must, on the same day, make a file note detailing the information and observations which led to the request to leave the workplace.
6. One copy of the file note shall be provided to the employee and another copy must be placed in the employee's personnel file.

Second Instance

1. Follow steps 1 – 6 as above.
2. Manager will provide the employee with a written warning that a third occurrence may result in dismissal.

Third Instance

1. The Manager will provide the employee with a written reprimand and advise that the third instance of impairment may result in dismissal.
2. The manager will discuss the process to be followed with the employee, and on the same day, make a file note recording the discussion.
3. One copy of the file note shall be provided to the employee and another copy must be placed in the employee's personal file.
4. The manager will recommend whether dismissal is warranted to the General Manager or their delegate, and the employee will be notified of the outcome.

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The case for immediate dismissal

If the employee's impairment constitutes serious misconduct, immediate dismissal may be warranted. Refer to the Code of Conduct for more information.

Assistance

At the earliest practicable occasion after the employee returns to work, managers must discuss the impact of the impairment with the employee concerned and offer assistance to ensure it doesn't occur again. Such assistance may include arranging professional counselling.

Third Party Visitors

A judgement of impairment is at the discretion of the visitor's host or their delegate. In the case of a judgement of impairment, Frenchville Sports Club will take the following action:

- the visitor will be required to leave the workplace for the remainder of the day
- a taxi fare home will be provided

Complaint and Grievance Procedure

Reporting impairment and incidents

Alcohol and drug related impairment and incidents are taken very seriously at Frenchville Sports Club. If you have a reasonable belief that a worker:

- is under the influence of alcohol or drugs
- has consumed alcohol
- has used drugs

You must immediately make a report to the most senior Manager on duty. With the exception of Managers/Supervisors, under no circumstances are you to approach the worker concerned directly about their alleged behaviour.

Breach of Policy Grievance

Workers who have been found to have breached this Alcohol and Drug policy may lodge a grievance to request a review of the breach by following the procedures in the Workplace Grievance Policy.

Related Policies

- Code of Conduct
- Workplace Health & Safety Policy
- Workplace Grievance Policy

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More Information

If you have a query about this policy or need more information, please contact the Human Resources Manager.

Useful Resources

The Australian Government's Department of Health website has a range of resources to promote alcohol and drug education and awareness to the Australian community including:

Alcohol

- About alcohol
- Alcohol throughout life
- What are the effects of alcohol?
- How you can reduce or quit alcohol

<https://www.health.gov.au/health-topics/alcohol>

Drugs

- learn about drugs
- what are the effects of taking drugs
- how to reduce or quit drugs
- drug laws in Australia

<https://www.health.gov.au/health-topics/drugs>

Further Information

If you require further information about alcohol and drugs in the workplace, contact:

Workplace Health & Safety Queensland

- Website: www.worksafe.qld.gov.au
- Phone: 1300 362 128

For free and confidential support services about alcohol and other drugs, contact:

Alcohol and Drug Foundation

- Website: <https://adf.org.au/drug-facts/>
- Phone: 1300 858 584

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Alcoholics Anonymous

- Website: <https://aa.org.au/>
- Phone: 1300 222 222

Lifeline

- Phone: 13 1144

National Alcohol and Other Drug Hotline

- Phone: 1800 250 015

Rockhampton Alcohol and Other Drugs Services

- Address: Sterling Place Building, 152-156 Bolsover Street, Rockhampton
- Phone: 4920 5500

Yeppoon Alcohol and Other Drugs Services

- Address: Capricorn Coast Hospital and Health Service Campus, 8 Hoskyn Drive, Yeppoon
- Phone: 4920 5500

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FRENCHVILLE
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The Frenchville Sports Club

Bullying Policy

Version 1.0

Bullying Policy

This policy and procedure set's out the types of behaviours and conduct which will be taken to constitute bullying and establishes procedures for handling complaints of bullying in the workplace.

Purpose

This policy sets out the Frenchville Sports Club's position on workplace bullying and is designed to ensure that all employees understand:

- what workplace bullying is
- what you can do to prevent workplace bullying from occurring
- how complaints of workplace bullying can be made
- how claims of workplace bullying will be treated

Definitions

contractor means a person who is providing services to Frenchville Sports Club as an independent contractor and who, by the nature of the services provided, would be seen as a representative of Frenchville Sports Club.

employee means any employee of Frenchville Sports Club, including casual, part-time, full-time and fixed term.

occupational violence is any incident where an employee is physically attacked or threatened in the workplace. This definition applies regardless of the perpetrator's intent.

outworkers are contractors or employees who perform their work at home or at a place that wouldn't normally be thought of as a business premises.

unreasonable behaviour includes victimising, humiliating, intimidating or threatening. Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.

vicarious liability means where Frenchville Sports Club is liable for the conduct of its employees or agents as if it had engaged in the conduct itself.

worker means is an individual who performs work in any capacity, including as an employee, a contractor, a subcontractor, an outworker, an apprentice, a trainee, a student gaining work experience or a volunteer.

workplace means the Frenchville Sports Club's premises and grounds at 105 Clifton Street as well as Sports House located at corner of Eldon and Clifton Streets, North Rockhampton.

workplace bullying means repeated, unreasonable behaviour directed towards a worker or group of workers which creates a risk to a worker's mental or physical health and safety.

Bullying Policy	Document ID: POL02	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

Scope

This policy applies to all workers including:

- full-time, part-time and casual employees
- apprentices and trainees
- contractors and sub-contractors (temporary or otherwise) and their agents
- outworkers
- students gaining work experience
- volunteers

as well as:

- board members
- job candidates

In relation to their dealings with all persons in the course of the Club's business.

This policy covers behaviour in any work-related context including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace

While attending:

- conferences and/or meetings
- work-sponsored or work-related functions including client functions
- business and/or field trips
- office social events including Christmas parties

For example:

- staff treatment of other staff, club members, visitors and of other members of the public encountered in the course of their duties
- how Frenchville Sports Club provides services to club members, visitors and how it interacts with other members of the public
- social media conduct (see below) by a person where there is a connection with the person's engagement or employment by Frenchville Sports Club
- all aspects of employment including recruitment and selection

This policy also relates to, but is not limited by the following types of communication:

- verbal communication either over the telephone or in person
- written communication including; letters, notes, minutes of meetings etc.
- internal and external electronic communication including:

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- email
- instant messaging services
- internal intranet
- faxes
- social media and networking forums including; Facebook, LinkedIn, Twitter and other forms of social media
- communications via text message

Note: this list is not exhaustive.

Frenchville Sports Club can be held vicariously liable for breaches of this policy committed by an employee or contractor.

Policy Statement

Our Commitment

Frenchville Sports Club is committed to providing a safe and respectful work environment free from bullying. Bullying is unacceptable at Frenchville Sports Club, and the Club will not tolerate such behaviour under any circumstances.

All workers are entitled to:

- work free from bullying
- the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised

Bullying is unlawful under federal and state anti-discrimination, and health and safety laws in Australia. This policy reflects the spirit and intent of such legislation including:

- *Sex Discrimination Act 1984 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *The Anti-Discrimination Act 1991 (QLD)*
- *Work Health and Safety Act 2011 (QLD)*

The Club has a responsibility to do everything possible to eliminate or reduce risks of bullying. Workers must also accept responsibility to respect the rights of fellow workers, by not taking part in any action that may constitute bullying.

Bullying Policy	Document ID: POL02	Version 1.0
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Our Objectives

Our commitment to a comprehensive strategy for preventing bullying is demonstrated through our objectives of:

- ensuring a working environment free from bullying
- ensuring all employees are treated with respect, dignity and fairness
- promoting positive working relationships
- implementing training and awareness strategies
- providing an effective procedure for complaints based on the principles of procedural fairness
- treating all complaints in a sensitive, fair, timely and confidential manner
- guaranteeing protection from any victimisation or reprisals
- encouraging the reporting of behaviour which breaches this policy
- promoting appropriate standards of conduct

What is Bullying

Bullying is **repeated**, unreasonable behaviour directed towards a worker or a group of workers that creates a risk to a worker's mental or physical health and safety. Bullying is unlawful.

Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, undermining or threatening.

The source of bullying could be workers within Frenchville Sports Club, its members, guests or suppliers.

Bullying Behaviour

Behaviour includes actions of individuals or a group and may involve using a system of work as a means of victimising, humiliating, intimidating, undermining or threatening another person.

Generally, this policy is concerned with behaviour that is persistent and part of an identifiable pattern. The specific form of the behaviour need not be the same – bullying can involve diverse incidents, e.g. verbal abuse, isolation and deliberate damage to personal property.

While a single incident of the behaviour described does not fall within the above definition, Frenchville Sports Club does not condone and will not ignore such incidents. Any concern should be reported and will be considered seriously.

The following types of behaviour, when repeated or occurring as part of a pattern of behaviour, can constitute bullying:

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- verbal abuse
- behaving aggressively
- teasing or practical jokes
- pressuring someone to behave inappropriately
- excluding or isolating workers from work or work-related events
- psychological harassment
- intimidation
- meaningless tasks unrelated to a worker's position
- setting unreasonable deadlines, work demands or expectations
- coercing a worker into performing initiation practices
- sabotaging or taking credit for another person's work
- deliberately withholding information that is vital for effective work performance
- ridiculing a worker's opinions

Examples of bullying

Examples of bullying may include (but are not limited to):

- a manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an employee, or group of employees, in private or in front of their peers
- an employee being treated less favourably by another employee or group of employees in the workplace, including, but not limited to, bullying or intimidation; forcing an employee to participate in an "initiation" process; the playing of practical jokes or forcing an employee to undertake demeaning tasks
- sniggering or gossiping behind someone's back
- laughing at someone in the workplace which is intended to make them feel uncomfortable or distressed
- a manager setting unreasonable timelines or constantly changing deadlines for an employee to meet, or setting tasks that are unreasonably below or beyond a person's skill level
- continuously and deliberately excluding someone from workplace activities including ignoring them and keeping them isolated from relevant communications about work issues

What is not bullying behaviour

Reasonable management action carried out in a reasonable manner does not constitute bullying.

Reasonable management action taken by an employer or manager in order to counsel an employee for instances of underperformance, investigating complaints made against employees, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

Reasonable management action may include:

- direct and control the way work is carried out
- performance management processes
- disciplinary action for misconduct

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- informing a worker about unsatisfactory work performance or inappropriate work behaviour
- asking a worker to perform reasonable duties in keeping with their job
- maintaining reasonable workplace goals and standards.

However, these actions must be conducted in a reasonable manner. If they are not, they could still be bullying.

Vicarious liability

Under the Queensland Anti-Discrimination Act 1991, the person who discriminates against, victimises, harasses, vilifies or asks for unnecessary information, can be liable for the illegal behaviour as well as their employer, Frenchville Sports Club, unless Frenchville Sports Club can show we have taken reasonable steps to prevent it.

Frenchville Sports Club provides all staff with information about discrimination and harassment at induction and conducts regular awareness training. Managers must ensure that all staff are treated fairly and are not subject to any of the behaviours mentioned in this policy. They must also ensure that people who make complaints, or who are witnesses, are not victimised in any way.

Standards of Behaviour

The Frenchville Sports Club has a legal responsibility to prevent bullying and sets out the following standards of behaviour:

All parties must:

- make themselves aware of their responsibilities and follow the standards of behaviour outlined in this Policy
- ensure they do not engage in any bullying behaviour(s) towards others in, or connected with the workplace
- ensure they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour(s) of any type
- advise a Contact Officer if they witness behaviour which appears to be a breach of this Policy
- offer support to anyone who is being bullied and let them know where they can get help and advice
- respect and maintain confidentiality of complaint resolution procedures, including when providing information during the investigation of a complaint
- not engage in the spreading of gossip or rumours (this may expose you to a defamation action or a claim of victimisation)
- actively assist in the prevention of bullying in the workplace by reporting early concerns about unwelcome behaviour

In addition to their responsibilities as employees, managers must:

- model appropriate behaviour themselves

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- promote this policy through education and awareness
- monitor the working environment to ensure that acceptable standards of conduct are observed at all times
- seek assistance from a Contact Officer if they become aware of behaviour in breach of this Policy by a third party
- act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard
- treat all issues, reports and complaints seriously and take immediate action consistent with the Club's complaint handling procedures
- help staff resolve complaints informally
- refer formal complaints about breaches of this policy to the appropriate complaint handling officer for investigation
- ensure staff who raise an issue or make a complaint are not victimised
- refer complaints to another officer if they do not feel that they are the best person to deal with the case (for example, if there is a conflict of interest or if the complaint is particularly complex or serious)
- seriously consider requests for flexible work arrangements

Frenchville Sports Club has a responsibility to provide every employee with:

- this policy and information about it upon commencing employment
- access to the policy for the duration of their employment
- regular refresher training about its content

Frenchville Sports Club has a responsibility to:

- periodically review the policy to ensure it is up to date
- if necessary, vary the policy and make employees aware of the changes

These standards of conduct are intended to operate in addition to, and in conjunction with, Frenchville Sports Club's Code of Conduct.

Breach of Policy

Breach of this policy may result in disciplinary action being taken against the relevant employee, which may lead up to, and include termination of employment.

Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a professional role (for example, as a manager) is a serious breach of this policy and may lead to formal discipline.

If a contractor of Frenchville Sports Club is found to have breached this policy, their contract stands to be terminated, or may not be renewed in the future.

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Complaint Handling Procedure

All individuals covered by this policy who believe that they have been subject to actions or words that may constitute bullying, should act upon such bullying, as soon as possible by following the procedure set out below.

Those individuals who believe they have witnessed bullying behaviour by another individual in the workplace, are also able to make complaints following the procedure set out below.

Frenchville Sports Club strongly recommends all incidents of workplace bullying are reported.

If a worker decides not to report issues, the Club expects that this will be the end of the matter. In particular, the worker must not seek to progress the issue informally, e.g. allowing the matter to be the subject of conflict with the alleged bully, or of innuendo or gossip. Breach of this aspect of the policy may attract disciplinary sanctions.

Further, all workers must appreciate that raising an allegation of bullying against another person in the workplace is a serious matter. Regardless of whether the complaint is substantiated, the act of raising the complaint will have significant and often permanent consequences both personally and professionally for the other party. Frenchville Sports Club will not tolerate abuse of the processes outlined in this policy or the making of vexatious complaints.

If you make a report, the Club will appoint an independent party to mediate the dispute, initiate an investigation, or do both. The course adopted will depend on the severity of the incident and the wishes of the parties and the Company.

Frenchville Sports Club considers that it is important that any report be dealt with promptly, professionally and with sensitivity.

Amicable Resolution

Wherever practicable and if you feel comfortable doing so, you should advise the other person, verbally or in writing, in a direct and firm manner that their behaviour is unacceptable.

Clearly state the unacceptable behaviour experienced, explain that the behaviour is unwelcome and unacceptable, and ask that the behaviour does not continue. The person may not be aware that their behaviour or conduct was causing offense or was unwelcome. This may be enough to stop the unwelcome behaviour.

This is not a compulsory part of the complaint procedure, and if an employee does not wish to confront the person directly, then this is not encouraged.

Where the alleged bullying involves a direct manager, and it is not practical for you to directly resolve the matter, you should immediately notify Human Resources who, with your approval will endeavour to investigate and resolve the matter on an informal basis in accordance with the procedure set out below.

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Reporting Bullying

All those covered by this policy should report instances of bullying to a Contact Officer. The Contact Officer will handle this complaint by using the procedure set out below.

Frenchville Sports Club considers that it is important that any report be dealt with promptly, professionally and with sensitivity.

Informal complaint procedure

An informal complaint procedure includes a range of alternatives which can be applied in a flexible manner in order to address different complaints in consideration of the relevant circumstances.

The informal complaint procedure is intended to be used for less serious allegations of bullying and instances which generally do not warrant disciplinary action being taken.

An individual who is unsure of whether or not to make a formal or informal complaint, can always make an informal complaint first and decide if they want to escalate the complaint to a formal complaint after speaking with the Contact Officer.

Different options for handling informal complaints may include, but are not limited to:

- the Contact Officer having a conversation with the alleged bully about the behaviour complained of
- the Contact Officer having a meeting with the individuals concerned in an attempt to reach a resolution

Formal complaint procedure

If a worker wants to proceed with a formal complaint, or if this is considered to be the most appropriate course of action, the procedure below will follow.

Written complaint lodged

Formal complaints will be required in writing to Human Resources.

A written complaint should include the names of individuals concerned, details of the incident(s) and the names of any witness present.

Formal investigation commenced

Where a written complaint has been lodged, a formal investigation procedure will commence as soon as practicable. Formal investigations may be conducted internally by Human Resources or an external person/body who is appointed by Frenchville Sports Club e.g. an external mediator.

Where acts of criminal violence may have been committed, the incident will be reported to the Police.

Regardless of whether the investigation is carried out internally or externally, the investigator will aim to follow the procedure set out below:

- clarify details of what took place and ensure that all necessary information is obtained
- identify the outcome the complainant is seeking
- discuss with the complainant their legal rights, including lodging a formal complaint with the Fair Work Commission and/or the Human Rights Commission
- discuss the complaint made with the person/s accused of the alleged behaviour

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- make a determination as to whether the alleged behaviour occurred and if it constituted bullying

Dispute resolution procedures should not interfere with the continued operation of the business, where possible. Work is to continue normally during the dispute resolution process subject to any reasonable concerns about health and safety.

If Frenchville Sports Club feels it is appropriate in the interests of health and safety of employees concerned, and/or the efficiency of the investigation process, employees may be requested to refrain from attending work for a period of time whilst the investigation is underway.

Alternatively, employees may be given different duties or work to perform while the investigation is being conducted. Employees who are requested to do either of these will be paid at their normal rate of pay during this period.

During any investigation, both the alleged victim and the alleged perpetrator will be afforded natural justice. This means that:

- complaints will be investigated promptly
- the allegations will be put to the alleged perpetrator
- each party will be given a fair opportunity to express their version of events
- the alleged perpetrator will be treated as innocent unless the allegations are proven

Confidentiality

Whilst the person completing the investigation will endeavour to preserve the confidentiality of the complainant and the person complained of, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigation process.

Where potentially unlawful conduct has occurred, Frenchville Sports Club will need to alert the appropriate authorities.

Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process.

If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

Record keeping

All file notes relating to the report will be kept in locked files. Only staff involved in particular processes under this policy will have access to these files. It is suggested that you keep diary notes of all incidents with names, dates, witnesses and any response you make in relation to the incidents.

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Support Services

Workers involved in a report of bullying or occupational violence may also be offered professional support services such as counselling or medical advice, as appropriate.

In relation to incidents of occupational violence, the following additional measures will also be provided if necessary:

- first aid and medical treatment
- temporary relief of duties for employees involved in an incident
- debriefing and ongoing counselling offered to the victim and any witnesses

Outcomes

The outcomes of a formal or informal complaint procedures, will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation find that an individual has engaged in bullying conduct, appropriate disciplinary procedures will be followed. The disciplinary action will be appropriate to the severity of the behaviour and may include a warning or termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

Where the complaint involves a contractor or agent of Frenchville Sports Club, and an investigation process reveals that a person has engaged in unlawful conduct or other behaviour which is prohibited by this policy, those concerned may face termination of their contracts immediately, or will not be renewed in the future.

In addition to the remedies provided by the disciplinary action, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

- providing training to employees concerned regarding bullying
- requiring employees who have breached this policy to apologise to appropriate person(s)
- adjusting working arrangements where appropriate
- providing counselling to employees (complainant and the person complained of)
- placing employees on performance improvement plans to ensure improved behaviour
- providing coaching and mentoring

Any person who has been found to have made a report that is vexatious or based on facts that the person ought reasonably believe to be false, will also be subject to disciplinary sanction.

Mitigating factors, such as personal circumstances, disciplinary and work history, and work performance, will be taken into account, but will not be decisive in determining the appropriate disciplinary measures to be adopted.

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External agencies

Anti-bullying

An existing employee may seek an order from the Fair Work Commission to stop bullying behaviour. You can apply by:

- taking the Commission's eligibility quiz
 - (<https://www.fwc.gov.au/disputes-at-work/anti-bullying/eligibility>)
- if you're eligible, lodging your application with the Commission
 - (<https://www.fwc.gov.au/disputes-at-work/anti-bullying/formsfeesfield-content-2-heading>)

Where possible, attempts to resolve the complaint should be made at the workplace prior.

For more information, go to: www.fwc.gov.au.

You can also take action by contacting Workplace Health and Safety Queensland who can provide:

- advice and assistance about workplace bullying
- appropriate referrals to other bodies

The Australian Human Rights Commission accepts complaints of workplace bullying, harassment or discrimination based on a person's race, sex, age, sexual orientation, religion or disability under federal laws.

Related Policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant policies, including:

- Sexual Harassment and Victimisation Policy
- Equal Employment Opportunity, Discrimination & Harassment Policy
- Flexible Work Arrangements Policy
- Workplace Health and Safety Policy
- Workplace Grievance Policy
- Code of Conduct

More Information

If you have a query about this policy or need more information, please contact the Human Resources Manager.

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Further Information

If you are the victim of bullying you may also contact an external agency for advice:

- Fair Work Ombudsman
 - Website: www.fairwork.gov.au
 - Phone: 13 13 94

- Workplace Health & Safety QLD
 - Website: www.worksafe.qld.gov.au
 - Phone: 1300 362 128

- Australian Human Rights Commission
 - Website: www.humanrights.gov.au
 - Phone: 1300 656 419

- QLD Human Rights Commission (formerly Anti-Discrimination Commission Queensland)
 - Website: www.qhrc.qld.gov.au/
 - Phone: 1300 130 670

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FRENCHVILLE
SPORTS CLUB

ROCKHAMPTON • EST 1948

The Frenchville Sports Club

Diversity Policy

Version 1.0

Diversity Policy

This policy summarises our approach to managing diversity and inclusion in the workplace and the value inherent in a diverse workforce.

Purpose

This policy sets out our commitment to diversity in the workplace and is designed to ensure that all employees understand:

- what diversity is
- what you can do to encourage diversity
- the importance of appreciating the contributions made from different people

Definitions

diversity means having employees from a wide range of backgrounds in the workplace.

equal opportunity means ensuring that employment policies and practices are based on, and operate according to, the principle of merit.

outworkers are contractors or employees who perform their work at home or at a place that wouldn't normally be thought of as a business premises.

vicarious liability means where Frenchville Sports Club is liable for the conduct of its employees or agents as if it had engaged in the conduct itself.

Scope

This policy applies to all workers including:

- full-time, part-time and casual employees
- apprentices and trainees
- contractors and sub-contractors (temporary or otherwise) and their agents
- outworkers
- students gaining work experience
- volunteers

as well as:

- board members
- job candidates

Diversity Policy	Document ID: POL04	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

In relation to their dealings with all persons in the course of the Club's business.

This policy covers behaviour including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace

While attending:

- conferences and/or meetings
- work-sponsored or work-related functions including client functions
- business and/or field trips
- office social events including Christmas parties

Policy Statement

Our Commitment

The Frenchville Sports Club is committed to workplace diversity and inclusion through fostering a supportive, respectful and engaging environment that values and utilises the contributions of people with different backgrounds, experiences and perspectives.

This policy reflects the spirit and intent of federal and state legislation including:

- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Australian Human Rights Commission Act 1986*
- *Disability Discrimination Act 1992*
- *Work Health and Safety Act 2011*
- *Fair Work Act 2009*
- *Anti-Discrimination Act 1991 (QLD)*

Our Objectives

At Frenchville Sports Club we believe that a diverse workforce positions us to better serve and support our community and commitment to embrace diversity, demonstrated through our objectives of:

- include as completely as possible the diversity of the Australian community into our workplace
- finding ways of utilising the differences that exist, in order to improve our business
- actively and flexibly seek to accommodate the unique needs of many different employees
- adapt and adopt organisation and work methods to include everyone
- take account and advantage of differing beliefs, circumstances, needs and backgrounds in our operational systems, work methods and management styles

Diversity Policy	Document ID: POL04	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

- have good stewardship of resources and make reasonable, objective decisions
- maximise the potential of all employees

Above all, we are committed to ensuring that all employees are treated with respect and dignity.

This policy overlaps our Equal Employment Opportunity, Discrimination and Harassment Policy and should be read in conjunction.

Diversity

Workplace Diversity is about valuing difference and its contribution to a productive workplace, not about identifying difference.

Workplace diversity is a means of promoting collaboration and empowerment in the workplace.

The term diversity is not just about differences in race, gender, ethnic and cultural background, age, sexual orientation, religion and ability. It also refers to the myriad of ways which we are different in other respects such as personality, job function, educational level, work experience, marital or partner status, parental status etc.

Benefits of diversity and inclusion:

- enhances workplace culture
- encourages greater creativity
- encourages different ways of thinking for improved decision making
- creates a more inclusive and supportive work environment,
- improves teamwork
- supports the services and offerings provided to our customers

Vicarious liability

Under the Queensland Anti-Discrimination Act 1991, the person who discriminates against, victimises, harasses, vilifies or asks for unnecessary information can be liable for the illegal behaviour as well as their employer, Frenchville Sports Club, unless Frenchville Sports Club can show we have taken reasonable steps to prevent it.

Frenchville Sports Club provides all staff with information about discrimination and harassment at induction and conducts regular awareness training. Managers must ensure that all staff are treated fairly and are not subject to any of the behaviours mentioned in this policy. They must also ensure that people who make complaints, or who are witnesses, are not victimised in any way.

Diversity Policy	Document ID: POL04	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

Standards of Behaviour

All parties must:

- make themselves aware of their responsibilities and follow the standards of behaviour outlined in this Policy
- treat everyone fairly, with respect and dignity
- actively assist and contribute to a diverse and inclusive workplace

In addition to their responsibilities as employees, managers must create an environment where:

- there is tolerance of difference
- the ability to contribute and access opportunities is based on merit
- inappropriate attitudes or behaviours are confronted

and by:

- modelling appropriate behaviour themselves
- promoting this policy through education and awareness
- encouraging practices and procedures that enable employees to contribute to the best of their ability
- ensuring all employees are treated fairly and with respect and dignity
- reporting breaches to this policy
- ensuring that recruitment decisions are based on merit and that no discriminatory requests for information are made

Equal Opportunity in Employment

Specifically, Frenchville Sports Club will provide equal opportunity in respect to employment and employment conditions, including:

- recruitment and selection
- training
- career advancement
- support

Breach of Policy

Frenchville Sports Club will treat seriously any instance of inappropriate behaviour and confront attitudes based on inappropriate stereotypes.

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Any employee who is found to have breached this policy will be disciplined accordingly, which may lead up to, and include, termination of employment.

If a contractor of Frenchville Sports Club is found to have breached this policy, their contract stands to be terminated, or may not be renewed in the future.

Related Policies

- Bullying Policy
- Code of Conduct
- Equal Opportunity, Discrimination & Harassment Policy

More information

If you have a query about this policy or need more information, please contact the Human Resources Manager.

Further information

If you are victimised on the basis of diversity, you may also contact an external agency for advice:

- Australian Human Rights Commission
 - Website: <https://www.humanrights.gov.au/>
 - Phone: 1300 656 419
- QLD Human Rights Commission (formerly Anti-Discrimination Commission Queensland)
 - Website: www.qhrc.qld.gov.au/
 - Phone: 1300 130 670
- Fair Work Ombudsman
 - Website: www.fairwork.gov.au
 - Phone: 13 13 94

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**FRENCHVILLE
SPORTS CLUB**

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The Frenchville Sports Club

Sexual Harassment and Victimisation Policy

Version 1.0

Sexual Harassment and Victimisation Policy

This policy and procedure explains the types of behaviours and conduct which will be taken to constitute sexual harassment and establishes procedures for handling complaints of sexual harassment and victimisation in the workplace.

Purpose

This policy sets out the Frenchville Sports Club's position on sexual harassment and victimisation.

This policy and procedure is designed to ensure that all employees understand:

- what sexual harassment is
- what victimisation is
- what you can do to prevent sexual harassment and victimisation from occurring
- how complaints of sexual harassment and victimisation can be made
- how claims of sexual harassment and victimisation will be treated

Definitions

board member means a Chair, Deputy Chair or Director of Frenchville Sports Club

contractor means a person who is providing services to Frenchville Sports Club as an independent contractor and who, by the nature of the services provided, would be seen as a representative of Frenchville Sports Club

employee means any employee of Frenchville Sports Club, including casual, part-time, full-time and fixed term

outworkers are contractors or employees who perform their work at home or at a place that wouldn't normally be thought of as a business premises.

sexual harassment means any unwanted, unwelcome or uninvited conduct of a sexual nature, which a reasonable person, having regard to all the circumstances, would have anticipated the person harassed would be offended, humiliated or intimidated by the conduct.

vicarious liability means where Frenchville Sports Club is liable for the conduct of its employees or agents as if it had engaged in the conduct itself.

victimisation means subjecting someone to a detriment because the other person is involved in a complaint (or grievance), either having made or proposed to make the complaint or as the subject of a complaint. A person will subject another person to a detriment if they engage in conduct that makes the other person feel uncomfortable, isolated, unwelcome, intimidated or insecure.

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
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Scope

This policy applies to all workers including:

- full-time, part-time and casual employees
- apprentices and trainees
- contractors and sub-contractors (temporary or otherwise) and their agents
- outworkers
- students gaining work experience
- volunteers

as well as:

- board members
- job candidates

In relation to their dealings with all persons in the course of the Club's business.

This policy covers behaviour including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace

While attending:

- conferences and/or meetings
- work-sponsored or work-related functions including client functions
- business and/or field trips
- office social events including Christmas parties

For example:

- staff treatment of other staff, club members, visitors and of other members of the public encountered in the course of their duties
- how Frenchville Sports Club provides services to club members, visitors and how it interacts with other members of the public
- social media conduct (see below) by a person where this is a connection with the person's engagement or employment by Frenchville Sports Club
- all aspects of employment including recruitment and selection

This policy also relates to, but is not limited by the following types of communication:

- verbal communication either over the telephone or in person
- written communication including; letters, notes, minutes of meetings etc.
- internal and external electronic communication including:
 - email
 - instant messaging services

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- internal intranet
- faxes
- social media and networking forums including; Facebook, LinkedIn, Twitter and other forms of social media
- communications via text message

Note : this list is not exhaustive.

Frenchville Sports Club can be held vicariously liable for breaches of this policy committed by an employee or contractor.

Policy Statement

Our Commitment

Frenchville Sports Club is committed to providing a safe, flexible and respectful environment free from sexual harassment and victimisation.

Sexual harassment and victimisation are unacceptable at Frenchville Sports Club and the Club will not tolerate such behaviour under any circumstances.

Sexual harassment and victimisation **are unlawful under federal and state affirmative action and anti-discrimination** legislation in Australia.

This policy reflects the spirit and intent of such legislation including:

- *Sex Discrimination Act 1984 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *The Anti-Discrimination Act 1991 (QLD)*
- *Work Health and Safety Act 2011 (QLD)*

The Club has as a responsibility to do everything possible to eliminate or reduce risks of sexual harassment and victimisation. Employees must also accept responsibility to respect the rights of fellow employees, by not taking part in any action that may constitute sexual harassment or victimisation.

Staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

All employees are entitled to:

- be treated equitably and without harassment
- work free from sexual harassment and victimisation
- the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

Our Objectives

Our commitment to a comprehensive strategy for preventing sexual harassment and victimisation is demonstrated through our objectives of:

- ensuring a working environment free from sexual harassment and victimisation
- ensuring all employees are treated with respect, dignity and fairness
- promoting positive working relationships
- implementing training and awareness strategies
- providing an effective procedure for complaints based on the principles of procedural fairness
- treating all complaints in a sensitive, fair, timely and confidential manner;
- guaranteeing protection from any victimisation or reprisals
- encouraging the reporting of behaviour which breaches this policy
- promoting appropriate standards of conduct

Unacceptable Workplace Conduct

Sexual harassment

Sexual harassment is unwelcome conduct of a sexual nature. Sexual harassment is against the law.

However, unwelcome conduct of a sexual nature will only be sexual harassment if it occurs in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person being harassed would be offended, humiliated or intimidated by the conduct. The actual motives or intentions of the person engaging in the conduct are irrelevant.

For example, a reasonable person might anticipate that a person who is in a settled relationship is highly likely to be offended by an unwelcome sexual advance made by a co-worker.

The relationship between the person harassed and the person who engaged in the unwelcome conduct of a sexual nature is also relevant to the question of whether the conduct is sexual harassment.

For example, a reasonable person might anticipate that unwelcome conduct of a sexual nature engaged in by a manager of a Company in relation to an employee under his or her supervision is highly likely to humiliate or intimidate that employee.

Other relevant circumstances might include the age, marital status or religious belief of the person harassed.

Examples of sexual harassment

Sexual harassment can be directed at, to or near another person and may take a number of forms. Examples of sexual harassment include but are not limited to:

- (a) physical actions such as staring or leering at a person, or at parts of their body; unwelcome and uninvited touching, kissing, embracing, massaging, patting, pinching or unnecessary familiarity; touching in a sexual manner such as deliberately brushing against the person;

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touching or fiddling with a person's clothing including lifting up skirts or shirts, flicking bra straps, or putting hands in a person's pocket; exposing oneself or sexual gestures; applying pressure for sexual activity; persistent requests for dates, stalking, unwelcome sexual flirtations, advances or propositions; molestation or physical assault such as rape.

- (b) allowing obscene, pornographic, sexually graphic and suggestive material such as pictures, posters, pinups, cartoons, graffiti, videos, audio tapes, books or objects to be displayed whether by electronic means eg. SMS, email, screen savers, social media, notice boards, desks or common areas.
- (c) language and conversation such as offensive phone calls, letters, emails, messages; sexual innuendo, sexual banter, sexually explicit or offensive jokes and comments, sexually degrading words, insults, taunts, teasing or name-calling used to describe an individual, intrusive remarks, questions or insinuations about a person's body, sexual or private life.

A person can be sexually harassed by anyone in the workplace, including but not limited to a supervisor, manager, director, co-worker, contractor, service provider, member or guest.

What is not sexual harassment

Importantly, sexual harassment is unwelcome or unreciprocated behaviour. Conduct between parties that is subject of mutual acceptance or consent is not unwelcome and is therefore not sexual harassment.

Victimisation

Victimisation occurs when:

- a person is treated or threatened to be treated in an adverse manner as a result of making or threatening to make a complaint
- there is adverse treatment because a person has supported the complaint of another

When is sexual harassment or victimisation unlawful?

It is unlawful under anti-discrimination legislation for:

- an employee to sexually harass another employee, or a person who is seeking to become an employee of the same organisation
- any person to sexually harass another person in the course of providing, or offering to provide, goods or services to that other person on behalf of the organisation
- any person to victimise another person, unless the other person made an allegation that was false and not made in good faith

Acts of sexual harassment may also constitute criminal offences, such as:

- physical molestation or assault
- indecent exposure
- sexual assault and rape
- stalking
- obscene communications (telephone calls, faxes, letters, emails etc.)

Intoxication will never excuse sexual harassment or victimisation.

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

Vicarious liability

Under the Queensland Anti-Discrimination Act 1991, the person who discriminates against, victimises, sexually harasses, vilifies or asks for unnecessary information can be liable for the illegal behaviour as well as their employer, Frenchville Sports Club, unless Frenchville Sports Club can show we have taken reasonable steps to prevent it.

Frenchville Sports Club provides all staff with information about discrimination and harassment at induction and conducts regular awareness training. Managers must ensure that all staff are treated fairly and are not subject to any of the behaviours mentioned in this policy. They must also ensure that people who make complaints, or who are witnesses, are not victimised in any way.

Standards of Behaviour

The Frenchville Sports Club has a legal responsibility to prevent sexual harassment and victimisation and sets out the following standards of behaviour:

All parties must:

- make themselves aware of their responsibilities and follow the standards of behaviour outlined in this Policy
- ensure they do not engage in any sexually harassing or victimising behaviour(s) towards others in, or connected with the workplace
- ensure they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in sexually harassing or victimising behaviour (s) of any type
- advise a Contact Officer if they witness behaviour which appears to be a breach of this Policy
- offer support to anyone who is being sexually harassed or victimised and let them know where they can get help and advice
- respect and maintain confidentiality of complaint resolution procedures, including when providing information during the investigation of a complaint
- not engage in the spreading of gossip or rumours (may expose you to a defamation action or a claim of victimisation)
- actively assist in the prevention of sexual harassment and victimisation in the workplace by reporting early concerns about unwelcome behaviour

In addition to their responsibilities as employees, managers must:

- model appropriate behaviour themselves
- promote this policy through education and awareness
- monitor the working environment to ensure that acceptable standards of conduct are observed at all times
- seek assistance from a Contact Officer if they become aware of behaviour in breach of this Policy by a third party
- act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
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- treat all issues, reports and complaints seriously and take immediate action consistent with the Club's complaint handling procedures
- help staff resolve complaints informally
- refer formal complaints about breaches of this policy to the appropriate complaint handling officer for investigation
- ensure staff who raise an issue or make a complaint are not victimised
- refer complaints to another officer if they do not feel that they are the best person to deal with the case (for example, if there is a conflict of interest or if the complaint is particularly complex or serious)
- ensure that recruitment decisions are based on merit and that no discriminatory requests for information are made
- seriously consider requests for flexible work arrangements

Frenchville Sports Club has a responsibility to provide every employee with:

- this policy and information about it upon commencing employment
- access to the policy for the duration of their employment
- regular refresher training about its content.

Frenchville Sports Club has a responsibility to:

- periodically review the policy to ensure it is up to date
- if necessary, vary the policy and make employees aware of the changes

These standards of conduct are intended to operate in addition to, and in conjunction with, Frenchville Sports Club's Code of Conduct.

Breach of Policy

Breach of this policy may result in disciplinary action being taken against the relevant employee, which may lead up to, and include termination of employment.

Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a professional role (for example, as a manager) is a serious breach of this policy and may lead to formal discipline.

If a contractor of Frenchville Sports Club is found to have breached this policy, their contract stands to be terminated, or may not be renewed in the future.

Complaint Handling Procedure

All individuals covered by this policy who believe that they have been subject to actions or words that may constitute sexual harassment or victimisation should act as soon as possible by following the procedure set out below.

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

Those individuals who believe they have witnessed sexual harassment or victimisation by another individual in the workplace, are also able to make complaints following the procedure set out below.

Frenchville Sports Club strongly recommends all incidents of sexual harassment or victimisation are reported.

If a worker decides not to report issues, the Club expects that this will be the end of the matter. In particular, the worker must not seek to progress the issue informally, e.g. allowing the matter to be the subject of conflict with the alleged perpetrator, or of innuendo or gossip. Breach of this aspect of the policy may attract disciplinary sanctions.

Further, all workers must appreciate that raising an allegation of sexual harassment or victimisation against another person in the workplace is a serious matter. Regardless of whether the complaint is substantiated, the act of raising the complaint will have significant and often permanent consequences both personally and professionally for the other party. Frenchville Sports Club will not tolerate abuse of the processes outlined in this policy or the making of vexatious complaints.

If you make a report, the Club will appoint an independent party to mediate the dispute, initiate an investigation, or do both. The course adopted will depend on the severity of the incident and the wishes of the parties and the Company.

Frenchville Sports Club considers that it is important that any report be dealt with promptly, professionally and with sensitivity.

Amicable Resolution

Wherever practicable and if you feel comfortable doing so, you should advise the other person, verbally or in writing, in a direct and firm manner that their behaviour is unacceptable.

Clearly state the unacceptable behaviour experienced, explain that the behaviour is unwelcome and unacceptable and ask that the behaviour does not continue. The person may not be aware that their behaviour or conduct was causing offense or was unwelcome. This may be enough to stop the unwelcome behaviour.

This is not a compulsory part of the complaint procedure, and if an employee does not wish to confront the person directly, then this is not encouraged.

Where the alleged sexual harassment or victimisation involves a direct manager and it is not practical for you to directly resolve the matter, you should immediately notify Human Resources who, with your approval will endeavor to investigate and resolve the matter on an informal basis in accordance with the procedure set out below.

Reporting Sexual Harassment or Victimisation

All those covered by this policy should report instances of sexual harassment or victimisation to a Contact Officer. The Contact Officer will handle this complaint by using the procedure set out below.

Frenchville Sports Club considers that it is important that any report be dealt with promptly, professionally and with sensitivity.

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

Informal complaint procedure

An informal complaint procedure includes a range of alternatives which can be applied in a flexible manner in order to address different complaints in consideration of the relevant circumstances.

The informal complaint procedure is intended to be used for less serious allegations of sexual harassment or victimisation and instances which generally do not warrant disciplinary action being taken.

An individual who is unsure of whether or not to make a formal or informal complaint, can always make an informal complaint first and decide if they want to escalate the complaint to a formal complaint after speaking with the Contact Officer.

Different options for handling informal complaints may include, but are not limited to:

- the Contact Officer having a conversation with the alleged perpetrator about the behaviour complained of
- the Contact Officer having a meeting with the individuals concerned in an attempt to reach a resolution

Formal complaint procedure

If a worker wants to proceed with a formal complaint, or if this is considered to be the most appropriate course of action, the procedure below will follow.

Written complaint lodged

Formal complaints will be required in writing to the Human Resources.

A written complaint should include the names of individuals concerned, details of the incident(s) and the names of any witness present.

Formal investigation commenced

Where a written complaint has been lodged, a formal investigation procedure will commence as soon as practicable. Formal investigations may be conducted internally by Human Resources or an external person/body who is appointed by Frenchville Sports Club e.g. an external mediator.

Where acts of criminal violence may have been committed, the incident will be reported to the Police.

Regardless of whether the investigation is carried out internally or externally, the investigator will aim to follow the procedure set out below:

- clarify details of what took place and ensure that all necessary information is obtained
- identify the outcome the complainant is seeking
- discuss with the complainant their legal rights, including lodging a formal complaint with the Fair Work Commission and/or the Human Rights Commission
- discuss the complaint made with the person/s accused of the alleged behaviour
- make a determination as to whether the alleged behaviour occurred and if it constituted sexual harassment or victimisation

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Dispute resolution procedures should not interfere with the continued operation of the business where possible. Work is to continue normally during the dispute resolution process subject to any reasonable concerns about health and safety.

If Frenchville Sports Club feels it is appropriate in the interests of health and safety of employees concerned, and/or the efficiency of the investigation process, employees may be requested to refrain from attending work for a period of time whilst the investigation is underway.

Alternatively, employees may be given different duties or work to perform while the investigation is being conducted. Employees who are requested to do either of these will be paid at their normal rate of pay during this period.

During any investigation, both the alleged victim and the alleged perpetrator will be afforded natural justice. This means that:

- complaints will be investigated promptly
- the allegations will be put to the alleged perpetrator
- each party will be given a fair opportunity to express their version of events
- the alleged perpetrator will be treated as innocent unless the allegations are proven

Confidentiality

Whilst the person completing the investigation will endeavour to preserve the confidentiality of the complainant and the person complained of, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigation process.

Where potentially unlawful conduct has occurred, Frenchville Sports Club will need to alert the appropriate authorities.

Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process.

If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

Record keeping

All file notes relating to the report will be kept in locked files. Only staff involved in particular processes under this policy will have access to these files. It is suggested that you keep diary notes of all incidents with names, dates, witnesses and any response you make in relation to the incidents.

Support Services

Workers involved in a report of sexual harassment or victimisation may also be offered professional support services such as counselling or medical advice, as appropriate.

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
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Outcomes

The outcomes of a formal or informal complaint procedures, will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation find that an individual has engaged in sexual harassment or victimisation conduct appropriate disciplinary procedures will be followed. The disciplinary action will be appropriate to the severity of the behaviour and may include a warning or termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

Where the complaint involves a contractor or agent of Frenchville Sports Club and an investigation process reveals that a person has engaged in unlawful conduct or other behaviour which is prohibited by this policy, those concerned may face termination of their contracts immediately, or will not be renewed in the future.

In addition to the remedies provided by the disciplinary action, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

- providing training to employees concerned regarding sexual harassment or victimisation
- requiring employees who have breached this policy to apologise to appropriate person(s)
- adjusting working arrangements where appropriate
- providing counselling to employees (complainant and the person complained of)
- placing employees on performance improvement plans to ensure improved behaviour
- providing coaching and mentoring

Any person who has been found to have made a report that is vexatious or based on facts that the person ought reasonably believe to be false will also be subject to disciplinary sanction.

Mitigating factors, such as personal circumstances, disciplinary and work history, and work performance, will be taken into account, but will not be decisive in determining the appropriate disciplinary measures to be adopted.

Related Policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant policies, including:

- Bullying Policy
- Equal Employment Opportunity, Discrimination & Harassment Policy
- Flexible Work Arrangements Policy
- Workplace Health and Safety Policy
- Workplace Grievance Policy
- Code of Conduct

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

More information

If you have a query about this policy or need more information, please contact the Human Resources Manager.

Further information

- Australian Human Rights Commission
 - Website: www.humanrights.gov.au
 - Phone: 1300 656 419

- QLD Human Rights Commission (formerly Anti-Discrimination Commission Queensland)
 - Website: www.qhrc.qld.gov.au/
 - Phone: 1300 130 670

- Fair Work Ombudsman:
 - Website: www.fairwork.gov.au
 - Phone: 13 13 94

- Workplace Health & Safety QLD:
 - Website: www.worksafe.qld.gov.au
 - Phone: 1300 362 128

Sexual Harassment & Victimisation Policy	Document ID: POL11	Version 1.0
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FRENCHVILLE
SPORTS CLUB

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The Frenchville Sports Club

Social Media Policy

Version 1.0

Social Media Policy

This policy explains the standards for personal and professional social media use, the type of behaviour and conduct considered as inappropriate and establishes procedures for handling breaches.

Purpose

This policy sets out the Club's position for engaging on social networking platforms relating to the Frenchville Sports Club in any way.

This policy is designed to ensure that all workers understand:

- appropriate social media behaviour
- inappropriate social media behaviour
- actions of an employee on social media
- how Frenchville Sports Club will treat breaches to this policy

Definitions

confidential information is information held or communicated in any manner, used or produced by the Company, whether or not marked as such, in the conduct of its business or relating to its financial affairs.

intellectual property means intangible property that is the result of creativity, such as patents, copyrights, etc.

outworkers are contractors or employees who perform their work at home or at a place that wouldn't normally be thought of as a business premises.

social media means websites and applications that enable users to create and share content or to participate in social networking. Examples include but are not limited to Facebook, LinkedIn, Snapchat, Twitter.

vicarious liability means where Frenchville Sports Club is liable for the conduct of its employees or agents as if it had engaged in the conduct itself.

Social Media Policy	Document ID: POL12	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

Scope

This policy applies to all workers including:

- full-time, part-time and casual employees
- apprentices and trainees
- contractors and sub-contractors (temporary or otherwise) and their agents
- outworkers
- students gaining work experience
- volunteers

as well as:

- board members

This policy covers behaviour including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace

About:

- the Club
- employees and contractors of Frenchville Sports Club
- members, guests, suppliers

While posting of:

- content on Frenchville Sports Club social media sites
- content on any social media site
- personal blogs operated by any employee or contractor of Frenchville Sports Club

Policy Statement

Our Commitment

Frenchville Sports Club is committed to protecting the interests of its workers and the reputation of its business.

Personal and professional use of social media must not:

- bring the Club into disrepute
- compromise the effectiveness of the Club
- defame individuals or organisations
- imply Club endorsement of personal views

Social Media Policy	Document ID: POL12	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

- disclose, without authorisation, confidential information

Inappropriate use of social media platforms is unacceptable at Frenchville Sports Club and the Club will not tolerate such behaviour under any circumstances.

Behaviour that involves any form of discrimination, harassment, victimisation or bullying is unlawful under federal and state affirmative action, anti-discrimination and health and safety legislation in Australia. Please refer to separate policies for further information.

Policy Application

Frenchville Sports Club respects workers' rights to use social networking sites as a medium for their personal communication and self-expression. However, the Company requires all workers to ensure that the interests of co-workers and the reputation and business of the Company are protected.

Prohibited Content

Unless Frenchville Sports Club provides prior written permission, the Club does not allow employees to post the following information on any social media platform. This policy prohibits the:

- disclosure or use of any type of confidential information of the Company or its members, guests, suppliers on any website
- posting of any trademarks, proprietary information or other intellectual property of Frenchville Sports Club or its members, guests or suppliers on a website
- reference to any type of work being undertaken by an individual or anyone else at Frenchville Sports Club or for members, guests or suppliers
- conducting of business with members, guests or suppliers through the posting of information on social networking sites
- use of content that disparages Frenchville Sports Club, the Club's reputation or business or those who work for Frenchville Sports Club and external parties
- use of any social networking sites at any time (whether during or outside work hours) to discriminate, harass, bully or victimise employees, members, guests, suppliers or contractors of Frenchville Sports Club

Vicarious liability

Under the Queensland Anti-Discrimination Act 1991, the person who discriminates against, victimises, sexually harasses, vilifies or asks for unnecessary information can be liable for the illegal behaviour as well as their employer, Frenchville Sports Club, unless Frenchville Sports Club can show we have taken reasonable steps to prevent it.

Frenchville Sports Club provides all staff with information about discrimination and harassment at induction and conducts regular awareness training. Managers must ensure that all staff are treated fairly and are not subject to any of the behaviours mentioned in this policy. They must also ensure that people who make complaints, or who are witnesses, are not victimised in any way.

Social Media Policy	Document ID: POL12	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

Standards of Behaviour

The following standards of behaviour apply to achieve compliance with this Policy:

All parties must:

- make themselves aware of their responsibilities and follow the standards of behaviour outlined in this Policy
- make themselves aware of their responsibilities and follow the standards of behaviour outlined in this policy and other policies related to this behaviour
- limit personal use to a reasonable level

In addition to their responsibilities as employees, managers must:

- model appropriate behaviour
- promote this policy through education and awareness
- monitor the working environment to ensure that acceptable standards of conduct are observed at all times
- seek assistance if they become aware of behaviour in breach of this policy

Breach of Policy

Breach of this policy may result in disciplinary action being taken against the relevant worker, which may lead up to, and include termination of employment.

Frenchville Sports Club may request that any information contained on any social media platform that is in breach of this policy be deleted.

The Club may restrict employees' access to certain social networking sites during work time if they are found to be accessing social media unreasonably or excessively.

If a contractor of Frenchville Sports Club is found to have breached this policy, their contract stands to be terminated, or may not be renewed in the future.

Related Policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant policies, including:

- Bullying Policy
- Equal Employment Opportunity, Discrimination and Harassment Policy

Social Media Policy	Document ID: POL12	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

- Sexual Harassment and Victimisation Policy
- Code of Conduct
- Workplace Grievance Policy

More information

If you have a query about this policy or need more information, please contact the Human Resources Manager.

Further information

- QLD Human Rights Commission (formerly Anti-Discrimination Commission Queensland)
 - Website: www.qhrc.qld.gov.au/
 - Phone: 1300 130 670

- Fair Work Ombudsman
 - Website: www.fairwork.gov.au
 - Phone: 13 13 94

Social Media Policy	Document ID: POL12	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020



FRENCHVILLE
SPORTS CLUB

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The Frenchville Sports Club

Sun Safe Policy

Version 1.0

Sun Safe Policy

This policy explains the standards for all staff, volunteers and sports participants to maximise sun safe practices and minimise UV exposure and skin cancer risk.

Purpose

This policy sets out the Club's position for measures to protect all participants in outdoor activities related to the Frenchville Sports Club in any way.

This policy is designed to ensure that all participants understand:

- the risks of UV exposure
- the types of sun protection
- the actions of the Club to protect participants Improved health and wellbeing

The policy aims to provide:

- A guide to a safe environment that provides shade and other sun protective measures for the entire club
- Increased knowledge and awareness of skin cancer and UV radiation
- A platform to create a healthy and safe club image

Scope

This policy applies to all Club representatives including:

- full-time, part-time and casual employees
- apprentices and trainees
- students gaining work experience
- volunteers
- sporting participants

as well as:

- board members

This policy covers behaviour including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace

Sun Safe Policy	Document ID:	Version 1.0
Date Approved: January 2022	Effective Date: January 2022	Reviewed Date: 2023

Policy Statement

Our Commitment

Frenchville Sports Club is committed to protecting the health and wellbeing of its workers, volunteers and members.

Queensland has the highest rate of skin cancer in the world. Skin cancers account for 80 per cent of all new cancers diagnosed each year in Australia, making it the most common type of cancer. Skin damage, including skin cancer, is typically the result of over-exposure to the sun. Ultraviolet (UV) damage accumulates over time, resulting in an increased risk of skin cancer later in life. UV exposure causes over 95 per cent of skin cancers including melanoma and non-melanoma skin cancer. People often experience sunburn and skin damage when playing or watching sports due to extended periods of time exposed to high levels of UV without appropriate sun protection.

Policy Application

Frenchville Sports Club respects participants rights to dress for sporting activities in-line with team uniforms and appropriate off field attire. However, the Club strongly encourages all participants to ensure that the health and well being of other members and participants and the reputation and business of the Club are protected.

Standards of Behaviour

The Frenchville Sports Club aims to: -

- Provide a variety of shade (i.e. built, natural and portable), consider shade availability when planning all outdoor events and conduct regular shade assessments to determine future needs
- Make available SPF30 or higher broad-spectrum, water-resistant sunscreen or encourage employees/members/volunteers/spectators to supply their own
- Encourage our members to role model good sun protection behaviours, including wearing SunSmart hats, clothing and sunglasses, applying SPF30 or higher broad-spectrum, water-resistant sunscreen and seeking shade
- Consider enhanced sun protection in and on our assets (eg: tinting windows on club vehicles)
- Reinforce and promote SunSmart behaviours to the whole club via newsletters, website/intranet, social media, regular meetings, and employees/ volunteer orientation, and at all sports events including sign on days and celebration days.

The Club strongly encourages all participants to promote follow the basics of SunSmart behaviour through the following:



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Slip – Make uniforms SunSmart as per Cancer Council Queensland recommendations. This includes shirts with collars or covered neckline and elbow length sleeves, longer style dresses/skirts and shorts, and long pants. Where practical, encourage rash vests or t-shirts for outdoor swimming

Slop – Apply sunscreen 20 minutes before going outdoors and reapply every 2 hours when outdoors for extended periods

Slap – Where practical wear a hat which covers the face, neck and ears such as broad-brimmed, bucket or legionnaire style. Peak caps and visors are not considered a suitable alternative

Seek – Use available shade where possible, reduce the amount of time spent in the sun and rotate activities to shaded areas where practical.

Slide – Where practical, wear close-fitting, wraparound sunglasses that meet the Australian Standard AS1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible

Education and information

The Club will promote relevant SunSmart information via social media and email communications to sporting participants along with printed materials to display at various training and playing locations.

Schedules, fixtures and rule modifications

- Where possible, training, events and competitions are scheduled to minimise exposure to UV and heat.

Where it is not possible to avoid peak UV and heat periods, the following measures are considered to minimise risks:

- Warm-up activities are limited in duration and intensity.
- The duration of the activity is reduced.
- Activities start earlier in the morning or later in the evening.
- Rest breaks and opportunities to seek shade and rehydrate are increased.
- Officials rotate out of the sun more frequently than usual.
- Player interchange and substitution is used more frequently than usual.
- Activity is held at an alternative venue (e.g. training at a pool).
- Officials, coaches and senior members act as role models by wearing sun-protective clothing and hats, applying sunscreen and seeking shade wherever possible.

Sun protection measures

1. Clothing

- Where practical, sun-protective clothing is included as part of on and off-field uniform and uniform for officials and volunteers.
- Where practical, tops/jerseys are made from UPF (UV Protection Factor) 50+ material and have long sleeves and a collar.
- Where practical tops/jerseys are loose-fitting and lightweight.
- Where the competition uniform does not provide adequate sun protection, participants are reminded to apply SPF30 (or higher) broad-spectrum, water-resistant sunscreen to all exposed skin and wear covering clothing whilst not on the field.

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2. Sunscreen

- SPF30 (or higher) broad-spectrum, water-resistant sunscreen is promoted and/or provided to participants.
- Participants are encouraged to apply sunscreen 20 minutes before training or playing and to reapply every two hours or immediately after sweating, swimming or toweling dry.
- Sunscreen is stored below 30°C and replaced once it is past the expiry date.
- Participants are encouraged to apply a generous amount of sunscreen (the equivalent of one teaspoon per limb).
- The first aid kit includes a supply of SPF30 (or higher) broad-spectrum, water-resistant sunscreen.

3. Hats

- Wide-brimmed or bucket hats are available for purchase from the Club (even if they can't be worn in actual play).
- Caps and visors do not provide adequate sun protection to the face, ears and neck and are not recommended for extended sun protection but may be used, in combination with sunscreen on parts of skin not covered, as an interim measure for on-field play or training.

4. Shade

- An assessment of existing shade has been conducted at commonly used outdoor venues.
- When not actively playing or between individual events, participants should try to rest in shaded areas.
- Where there is insufficient natural or built shade, temporary shade structures should be provided or participants are notified to bring their own temporary shade (e.g. tents or umbrellas).
- Shade from buildings, trees and other structures is used where possible (e.g. for player interchange, marshalling areas, spectator areas).
- Where possible, marshalling, interchange and presentation ceremony areas are protected by shade.
- Participants and officials rotate to cooler, shaded areas.

5. Sunglasses

- Participants are encouraged to wear sunglasses that meet the Australian standard (AS/NZS 1067:2016).

Review

This policy will be reviewed each year to ensure it provides relevant information for the Club and its members.

Sun Safe Policy	Document ID:	Version 1.0
Date Approved: January 2022	Effective Date: January 2022	Reviewed Date: 2023

Related Policies

Volunteers are encouraged to read this policy in conjunction with other relevant policies, including:

- Volunteers handbook
- Workplace Health & Safety Policy

Staff should read this policy in conjunction with other relevant policies, including:

- Code of Conduct
- Workplace Health & Safety Policy

More information

If you have a query about this policy or need more information, please contact the Sports Manager.

Further information

- SunSmart: sunsmart.com.au
- ARPANSA [Radiation Protection Standard for Occupational Exposure to Ultraviolet Radiation](#) (2006)
- Safe Work Australia: [Guide on exposure to solar ultraviolet radiation \(UVR\)](#) (2019)
- AS 4174:2018 Knitted and woven shade fabrics
- AS/NZS 1067.1:2016, Eye and face protection - Sunglasses and fashion spectacles
- AS 4399:2020, Sun protective clothing - Evaluation and classification
- AS/NZS 2604:2012 Sunscreen products - Evaluation and classification
- Australian Government Therapeutics Goods Administration (TGA) – Australian regulatory guidelines for sunscreens: [4. Labelling and advertising – directions for use of the product](#)

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**FRENCHVILLE
SPORTS CLUB**

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The Frenchville Sports Club

Workplace Privacy Policy

Version 1.0

Workplace Privacy Policy

This policy sets out the standards for safeguarding the privacy and confidentiality of employee personal information.

Purpose

This policy sets out the Frenchville Sports Club's approach to the collection, use and disclosure of employee personal information.

This policy is designed to ensure that all employees understand:

- what privacy is
- what personal information is
- what personal information the Club collects
- how the Club collects, uses and discloses employee personal information
- actions that Frenchville Sports Club will take against breach of this Policy
- how to access further information about Workplace Privacy

Definitions

privacy is the word we give to being able to keep certain information to ourselves and to control what happens to our personal information. It also refers to being able to do things without interference by others.

personal information is information that identifies a person.

outworkers are contractors or employees who perform their work at home or at a place that wouldn't normally be thought of as a business premises.

workplace means Frenchville Sports Club at 105 Clifton Street, North Rockhampton and Frenchville House, Corner of Eldon and Clifton Streets, North Rockhampton.

workplace privacy means the way in which an employer collects, uses and discloses information obtained from employees.

Scope

This policy applies to all workers including:

- full-time, part-time and casual employees

Workplace Privacy Policy	Document ID: POL15	Version 1.0
Date Approved: December 2019	Effective Date: January 2020	Reviewed Date: April 2020

- apprentices and trainees
- contractors and sub-contractors (temporary or otherwise) and their agents
- outworkers
- students gaining work experience
- volunteers

as well as:

- board members

This policy covers behaviour including but not limited to:

- during work hours
- outside of work hours
- in the workplace
- outside of the workplace

While during and after your employment/service with Frenchville Sports Club.

Policy Statement

Our Commitment

Frenchville Sports Club is committed to the appropriate collection, use and disclosure of personal information by complying with Commonwealth Privacy laws and adopting further best practices.

This policy reflects the spirit and intent of Commonwealth Privacy laws including:

- *Privacy Act (1988) Cth*
- *Australian Privacy Principles*
- *Fair Work Act (2009) Cth*

Policy Application

What personal information do we collect?

- Your name
- Date of birth
- Address – current and previous
- Contact numbers – home, mobile
- Email address
- Emergency contact details

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- Bank account details
- Superannuation fund
- WorkCover details and incident/accident reports

We also hold information relating to your application of employment including:

- Resume
- Employment applications
- Reference checks
- Employment contract

We also hold information relating to your ongoing employment including:

- Performance appraisals
- Training and development – courses attended, registrations/licences
- Performance management – warning letters, disciplinary meeting notes etc
- Leave details including leave requests

How do we collect personal information?

Personal information is collected directly from you either in person, by phone or in document form such as an application form or change of details.

How do we use personal information?

How we use personal information:

- Assign work and conduct the operations of the Club's business
- Administer and manage your employment and to adhere to legislation, including payroll, rostering, taxation, family support, liaising with your payroll related bank(s), credit checks from lending institutions, reference checks, etc.
- Communication within the organisation (phone numbers and emails)
- Staff social functions
- Club membership

Disclosure

When do we disclose personal information?

In limited circumstances, the Club may disclose employee records to a third party when information is requested from:

- Employee's representatives (i.e. authorised representatives or legal advisors) with prior verbal or written employee permission or authorisation
- Police, Ambulance or other emergency organisation
- Credit providers for confirmation of income, employment and related purposes
- Accommodation and Employment reference checks (see below)
- The Club's professional advisors including accountants, consultants, auditors and lawyers

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- Government and regulatory authorities and other organisations, as required or authorised by law
- Superannuation funds

and

- Fair Work Inspector – who can request information about employees in order to establish the Club is meeting its employment obligations
- Government agencies, regulatory authorities and other organisations – as required or authorised by law
- Permit holder – (generally a union official) may wish to enter the workplace to investigate a suspected contravention of the Fair Work Act or the Award. and may ask to inspect or copy documents.

Information for references

Sometimes, Frenchville Sports Club are approached to provide employment references about former or current employees.

Providing information that relates directly to the employment relationship between the Club and employee is not a breach of Commonwealth privacy laws, however Club management will take due care to ensure prior consent from the employee.

If an individual applying for a job has asked the Club to act as a referee, the Club acknowledges the individual's implied consent and will disclose relevant information, when contacted for a reference.

However, in keeping with best practice, if the Club has not been asked by an individual to act as a referee and is contacted for a reference, we will seek consent of the individual before disclosing information.

Information that directly relates to the employment relationship can include things such as the employee's:

- skills
- performance
- conduct
- terms of employment

Standards of Behaviour

The Frenchville Sports Club has a duty of care to safeguard employee's personal information and sets out the following standards of behaviour:

All parties must:

- make themselves aware of their responsibilities and follow the standards of behaviour outlined in this Policy
- not disclose or discuss any employee personal information with fellow employees

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- not disclose any employee personal information to an external enquirer
 - take the enquirer's contact details and pass them onto the person directly
- refer lawful requests (see Disclosure) for personal information to Human Resources
- if in doubt, ask your Supervisor/Manager

In addition to their responsibilities as employees, managers must:

- model appropriate behaviour themselves
- promote this policy through education and awareness
- monitor the working environment to ensure that acceptable standards of conduct are observed at all times
- refer all reference requests to Human Resources or General Manager prior to disclosure of information

Please see the Code of Conduct for the Club's policy on:

- Patron personal information
- confidential Club information

Breach of Policy

If you disclose or discuss personal employee information, without authorisation, it will result in instant dismissal.

Related Policies

- Code of Conduct
- Email, Internet & Computer Use Policy

More Information

If you have a query about this policy or need more information, please contact the Human Resources Manager.

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Further Information

If you require further information about Workplace Privacy, you may also contact an external agency for advice:

- Office of the Australian Information Commissioner
 - Website: www.oaic.gov.au
 - Phone: 1300 363 992

- Fair Work Ombudsman
 - Website: www.fairwork.gov.au
 - Phone: 13 13 94

- Fair Work Commission
 - Website: www.fwc.gov.au
 - Phone: 1300 799 675

- Office of the Information Commissioner Queensland
 - Website: www.oic.qld.gov.au
 - Phone: 3234 7373

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