

The Royal Melbourne Tennis Club Members' and Staff Protection Policy



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Adopted by the RMTTC Committee April 2023 (Update June 2023)

Purpose of Our Policy

The objective of the Royal Melbourne Tennis Club's ("our", "us", "club" or "we") Members' and Staff Protection Policy ("policy") is to maintain responsible behaviour and the making of informed decisions by members, staff and other participants in this club. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from unnecessary injury, discrimination, harassment and abuse.

We take seriously our responsibility and commitment to provide a safe environment for those participating in the activities at our club, particularly vulnerable people, children and young people.

Our policy informs everyone involved in our club of their responsibilities and the standards of behaviour that are expected of them. It also covers the care and protection of children participating in our club's activities.

This policy recognises the importance of respectful and equitable conduct regardless of factors such but not limited to age, gender identity, sexuality, cultural status, disability, religion or ethnicity.

It also covers private behaviour where that behaviour brings our club or sport into disrepute, abuse of or by club members and visitors.

Who does this policy apply to?

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

- club committee members;
- club tennis professionals and other employees/contractors;
- members of all categories;
- parents and children of members; and
- visitors to the club.

All persons bound by this policy have the responsibility:

- to adhere to the standards set out in this policy;
- report all complaints, concerns and allegations relating to potential breach of this policy; and
- actively contribute to a culture of safety and protection.

Policy Areas

Child Protection

The Royal Melbourne Tennis Club is committed to the safety and well-being of all children and young people who participate in our events/activities or access our services. We are a child safe organisation and uphold our obligations relating to the Victorian Child Safe Standards. Our **Child Safety & Wellbeing Code of Conduct** provides information about Child Safe Standards to members and information setting out our commitment to child safety.

The club must meet its legal obligations to ensure individuals are suitable for child-related work as determined under the Worker Screening Act 2020. All employees and volunteers who are directly managing activities at the club involving children must have and maintain a valid Working with Children Check. www.workingwithchildren.vic.gov.au

We endeavour to provide an appropriate level of supervision when club professionals are in attendance, but the conduct and supervision of persons under the age of 18 remains the responsibility of parents or guardians. Children under the age of 16 must be supervised at all times by a responsible adult, which includes around the club pool. If a member finds a child under the age of 16 is unsupervised, they should immediately seek assistance from staff and remain with the child until the child's parent/guardian or supervisor is located.

Children aged 12 and under must be supervised by a parent, caregiver or guardian at all times in changing rooms.

We provide information to all our employees to enable them to identify and respond appropriately to children at risk of harm and be aware of their responsibilities under national/state or local laws to make a report if they suspect on reasonable grounds that a child is at risk of, or has been, or is being, abused or neglected.

Reporting suspected child abuse is every adult's responsibility. Failure to protect a child from abuse and failure to report suspected abuse including sexual abuse is against the law.

Our Child Safety & Wellbeing Code of Conduct can be obtained from the club's website or the club office.

Privacy

The Royal Melbourne Tennis Club aims to protect the privacy of members' personal information. We have in place a Privacy Policy which explains how the club manages the personal information that we collect, use, store and disclose. A copy of the club's Privacy Policy is available on our website or from the club office.

Images or video of members may be taken for purposes associated with the usual activities of the club, real tennis, squash and related activities. Images of member(s) may be used in the club's newsletter, website and other communications, unless a member formally advises the club that they do not wish their image to be circulated by the club.

The club requires that individuals and organisations, obtain permission from a child's parent/guardian before taking an image or video of a child that is not their own. They should make sure the parent/guardian understands how the image will be used.

To respect people's privacy, camera phones, videos and cameras cannot be used inside changing areas, showers and toilets which we control or are used in connection with our events/activities.

Club members must not disclose personal details or confidential information relating to another member to another person without consent.

Fair Treatment

The Royal Melbourne Tennis Club is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination and harassment.

The club understand that that people cannot participate, enjoy themselves or perform at their best if they are treated unfairly, bullied, discriminated against or harassed. It has the potential to result in significant negative consequences for an individual's health and wellbeing, and all forms are unacceptable at our club.

Harassment

Harassment is a form of discrimination. It is any behaviour that is unwanted or unwelcome (in person or online) that makes a person feel offended humiliated and/or intimidated or creates a hostile, intimidatory or offensive environment.

All club members and employees must refrain from engaging in defamatory, malicious or judgemental gossip (either directly, in public or online) and ensure that anything they say about others is fair and truthful, refrain from swearing or using offensive, abusive, insulting or derogatory language, and avoid engaging in conversations which constitute harassment, discrimination or denigration.

The club is committed to providing members, their guests and club employees with a safe environment, free from harassment, including sexual and racial harassment. Harassment, abuse or public criticism is unacceptable and will not be tolerated under any circumstances.

It is recognised that sexual harassment occurs if one person makes an unwelcome sexual advance or unwelcome request for sexual favours or engages in other unwelcome conduct of a sexual nature in relation to the person harassed and in the situation where a reasonable person, having regard to all the circumstances, would have anticipated that the

person harassed would be offended, humiliated or intimidated.

Sexual harassment can take a variety of forms, including:

- physical contact such as kissing or fondling;
- requests for sexual favours;
- intrusive questions of a sexual nature;
- sexual activity under threat of detriment; or
- sexual jokes and innuendo.

Members should be aware that any member or visitor found to be sexually harassing a fellow member, a guest of a member or a club employee may be liable under the Equal Opportunity Act, other state and federal laws, in addition to facing disciplinary action as a member. Any instance of sexual harassment occurring against or in the presence of a child or young person must be reported.

No member will be disadvantaged as a result of raising genuine concerns or complaints relating to harassment. Any complaint of harassment will be treated seriously and sympathetically. It will be investigated impartially and confidentially by the Committee or its nominee.

Responsible Service and Consumption of Alcohol

The Royal Melbourne Tennis Club is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol.

Guests and those under the age of 18 years are not allowed into the Bar area.

The supply of alcohol within the Club premises is regulated by the relevant liquor laws, licence conditions and regulations, which must be followed.

In particular, members who use the club's facilities should ensure that:

- anyone engaged in serving alcohol is sober;
- alcohol is not served to any person aged under 18 years;

alcohol is not served to any individual who is in a state of intoxication;

non-alcoholic drink alternatives are available;

alcohol not provided by the club should not to be brought on the premises; and

their guests have been properly signed in and do not consume alcohol on the club premises unless such guests are in the presence of a member.

Smoke-free Environment

Smoking, including vaping and the use of e-cigarettes, is not permitted in indoor areas of the club's premises. Any member smoking in an outdoor area of the club's property must ensure that it does not interfere with the other people's enjoyment of the facilities and that butts are properly extinguished and disposed of appropriately.

Injury

The club places great importance on safety, and members and their guests must read and follow the club's safety policies, procedures and recommendations, as provided from time to time. Racket sports at the club are inherently dangerous, whether from falls, exertion or moving ball. Improper attire, behaviour or activity can result in serious injury. As such, these includes guidance on:

- recommended use of safety goggles, which are available from the Pro Shop;
- appropriate footwear and clothing;
- accepted conduct and precautions during play;
- warming up exercises prior to play; and
- processes for reporting hazards, near misses, incidents and injuries.

Members should be frank and honest with the club professionals, disclosing medical issues, illness, injury and their level of ability to play.

Members must notify the club immediately of any injuries or bodily harm sustained by them or their guests on the Club premises. An Injury Book is located at the Pro Shop for recording any injuries.

Conduct at the Club

All those on club premises shall behave with courtesy and consideration for others and in a manner that does not endanger their health, safety and wellbeing of others. Respect for our tennis professionals and staff is of the highest importance.

During all forms of play, including tournaments, members will:

- respect their opponent and the game of real tennis;
- maintain the highest standards of behaviour and etiquette on and off the court; and
- display the highest degree of sportsmanship and to avoid acts that are unsporting or may diminish respect for other persons and the game.

Animals

Members' pets may be brought into the garden area provided they remain under the Member's control and leashed at all times. Members whose pets pose a safety risk to others, or whose behaviour is unreasonable will be directed to remove their pet from club grounds. Animals, other than assistance dogs, are not permitted inside the clubhouse.

Kitchen Hygiene

The club operates under the Food Health Safety Act so if you are unsure of the use of equipment or procedures please read the instructions located in the kitchen area or ask the Pro Shop. The kitchen area must be left clean and tidy after use.

Reporting

Complaints about club staff or employees should only be made to a Committee member or directed in writing to the Committee. Complaints or concerns about a member may be directed to a member of the professional staff (if immediate action is required) or may be directed to a member of the Committee.

Members and staff are encouraged to communicate to the RMTC Committee any concerns they have with respect to the

operation of the club, allegations of breaches of this Members' Protection Policy, or any matters concerning fellow members, employees or other club staff.

Members who are of the opinion that the behaviour of a member or RMTC employee is unbecoming or contrary to club rules, policy or etiquette, or possibly breaks the law, should report such behaviour to the RMTC Committee. They should not seek to reprimand or discipline the employee or other member. It is the role of the Committee to address the situation in the most appropriate fashion, given the nature of the complaint.

In raising a complaint or grievance, member should follow this policy and not promulgate concerns via social media or other public channels.

If you believe any person, including a child, is in immediate danger or a life-threatening situation, contact the police immediately on 000. Concerns regarding the health, safety and wellbeing of a child or young person must be reported to the Committee as soon as practicable. This includes but is not limited to concerns relating to the risk of sexual misconduct or abuse (including grooming), physical abuse, emotional abuse and/or neglect. Aggressive, inappropriate or bullying behaviour towards a child must also be reported.

All people working at the Royal Melbourne Tennis Club, in a paid or unpaid capacity, have a duty to report any concerns to the appropriate authorities. Failure to do so may be a criminal offence, and may result in disciplinary action by the club.

Disciplinary Action

Any club member found:

- failing to adhere to the rules set out in the **Members' Handbook**, or **Members' and Staff Protection Policy**; or
- wilfully refusing or neglecting to comply with the provisions of the club's Constitution, other policies and guidelines, or is guilty of any conduct unworthy of a member,

may be reported to the RMTC Committee by a member or club employee.

Upon receiving notice of such conduct, the Committee shall conduct a preliminary inquiry to determine the nature of the report. Where reports are frivolous, vexatious, misconceived or lacking substance, in the report shall be dismissed.

If the report is not dismissed, the Committee shall not less than seven days prior to imposing any sanction against the Member, give the member notice of what is alleged against them and an opportunity to respond to the alleged conduct. The Committee may in its discretion interview the person who made the report and any available witnesses. The Committee may elect to impose immediate suspensions or restrictions on a member following a report as a means of protecting the health, wellbeing and safety of others.

The Committee shall then, pursuant to the provisions of the club's constitution, depending on the seriousness of the matter, either dismiss the matter or impose a sanction and/or report the matter to appropriate authorities.

The following sanctions may be imposed:

- a reprimand;
- suspension of the member's membership for a period of time;
- expulsion of the member; and
- such other sanction which the club considers appropriate, including reporting to external authorities.

Other Royal Melbourne Tennis Club - Rules and Policies

Available from RMTC Office and website

Constitution

Members' Handbook

Child Safety and Wellbeing Code of Conduct

Privacy Policy

Committee Code of Conduct

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