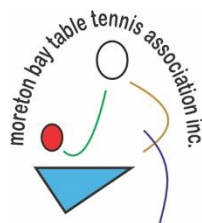


## Moreton Bay Table Tennis Association Inc. POLICIES & PROCEDURES

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1. *Child Protection*
2. *Disciplinary Action & Dismissal*
3. *Workplace Health & Safety*
4. *Internet / Email Access*
5. *Equal Opportunity Employment*
6. *Grievance Procedure*
7. *Harassment Physical/Sexual Assault*
8. *Volunteer Support*
9. *Recognition & Reward*
10. *Selection, Recruitment and Placement*
11. *Risk Management & Safety*
12. *Substance Use and Abuse*
13. *Volunteer Management*
14. *Volunteer Training*
15. *Volunteer Code of Conduct*
  - a. *General Volunteers*
  - b. *Committee Members*
  - c. *Coaches*
  - d. *Officials*
  - e. *Parent/Guardian*
  - f. *Players*



## Moreton Bay Table Tennis Association Inc.

### CHILD PROTECTION POLICY & PROCEDURE

<b>Policy Title:</b>	Child Protection
<b>Policy Type:</b>	Risk Management
<b>Date:</b>	14/10/2014
<b>Revision Date:</b>	(Min Yearly)

### POLICY

The organisation will develop processes and procedures to protect and assist the development of children as determined appropriate by the Child Protection Act 1999.

The organisation's committee will ensure that it remains updated in relation to all requirements stipulated for the protection of children by the Child Protection Act 1999 and the Commission for Children and Young People requirements for the safe management of activities conducted with and/or for children and young people within the time frames designated in their legislation/s.

All paid and voluntary personnel will support the protection of the children and adults and that all children will be protected to the best of our ability from harm, abuse (verbal, physical, emotional), discrimination, racism, bullying.

The organisation will develop its procedures on the following:

1. Children must be protected from all forms of harm, bullying, harassment and intimidation based on gender, culture, ethnicity, or any impairment that a person may have.
2. Any person/s that is, or would be expected to be, in a position of authority, responsibility and/or duty of care must not in any circumstances, engage in sexual conduct of any nature with any child or young person. It is irrelevant whether the sexual conduct is consensual, non-consensual, or condoned by parents or caregivers. The age of the young person or the adult is irrelevant.

The organisation will adopt clear policies and procedures for the protection of the children and adults in activities such as:

- Home Club Activities - such as facilities, facility surrounds, special events, regular competitions / activities, coaching days, clinics, games, training, social activities.
- Team Travel - such as away games, short stay (1 day), and long stay (overnight).
- Accommodation Types - such as home stay, billeting, motel, camping, hotel, dormitory.
- Accommodation Arrangements - such as ratios of male to female, children, adults, disabilities, age groups

- Other legal requirements - such as alcohol, drugs, required licences (motor vehicle), criminal checks, privacy.

### **CONDUCT FOR ADULTS**

- Adults will avoid unaccompanied and unobserved activities with child members and for their own protection should avoid potentially compromising situations by ensuring where reasonably possible that at least two adults are in attendance whilst supervising and/or accompanying child members.
- All adults accept that bullying, physical, emotional, neglect and/or any type of abuse is unacceptable conduct by any adult within the organisation.
- No adult utilises the organisation to promote his or her own beliefs, behaviours or practices.
- All adults respect the dignity of others and recognise their words and actions serve as an example for other adults and children.
- All adults will respect the rights of all children and young people in the organisation by maintaining the organisations and the community's values, policies and procedures for the safe management and protection of all children.

### **IMPROPER CONDUCT OF A SEXUAL NATURE**

**This includes but is not limited to:**

- Physical contact - touching, body rubbing, pinching, slapping, kissing, arm around, or any other contact that can be perceived by the child to be of a sexual nature.
- Sexual and/or suggestive body, hand gestures.
- Offensive verbal language or actions
- Sexual jokes
- Personal verbal comments, hand or body gestures
- Requests / demands for sexual activity

### **ADULTS' RIGHTS**

**To receive:**

- Training, education and information in all aspects of child protection
- Support when reporting signs of and / or abuse
- Access to support agencies where and when required
- Protection from abuse by child members, other adults including parents

### **ADULTS' RESPONSIBILITIES**

- Ensure the rights and responsibilities of the children in their care are enforced
- Not to abuse children or young members physically, emotionally or sexually
- Listen and act on child members' statements concerning alleged abuse
- Report suspicions and / or allegations of child abuse immediately and appropriately
- Protect all information regarding children
- Use only appropriate child behaviour management

### **CHILD'S RIGHTS**

**Children and Young people are to be:**

- Protected from adults and other children.
- Respected.
- Referred to professional help if required.
- Listened to.
- Kept safe

### **ORGANISATION'S RIGHTS**

- To acquire "suitable notices" for those providing activities for/with our children and young people as determined by the Law.
- Educate and train adults who care for the young members.
- Select adults with proven ability to manage the protection of the young members.
- Take appropriate action if a member contravenes the child protection policies and/or procedures.
- Act on any complaints as determined in:
  - (1) the organisation's child protection procedures and/or
  - (2) the procedures determined by the Child Protection Act appropriate for the offence.
- Contact the relevant statutory bodies and/or child protection bodies where required.

### **ORGANISATION'S RESPONSIBILITIES**

- Make every effort to identify potential abusers by complying with the criminal record checks of all persons under the Commission of Children and Young Peoples Act 2000 legislation.
- Treat all matters and information regarding child abuse with confidentiality and disclose information only to those who need to know.
- Provide forums to openly discuss child protection issues.
- Provide support to those who report child abuse.
- Communicate the organisation's needs in relation to the protection of children to all who are responsible for same.
- Promote to all members what is acceptable conduct and what is not and the consequences for non compliance.

Be consistent by seeking professional advice to assist with the decision making process in the delivery of non compliance consequences.

## **PROCEDURE**

### **SCREENING**

The following procedures have been created to protect all individual members who are 18 years and under from all forms of physical or mental violence, injury, discrimination (racial, disability), exploitation and abuse (physical, emotional or sexual) while under the care and conduct of any adult member of the organisation.

All paid workers or volunteers of the organisation that come in contact with or provide activities for children on behalf of the organisation must at least:

- Once a week over the course of a month or
- Once a fortnight over the course of 2 months or

- At least once a month over the course of 6 months

Undergo a criminal history check.

- “Why criminal history check exists”, and
- What happens if a person is “found unsuitable”
- What is “included in the criminal check”

Exemptions:

1. Will be as determined by the Act only

Please Note that these exemptions are constantly being reviewed and amended Contact the Children’s Commission to confirm the status of exemptions.

### **GUIDELINES FOR ALL APPOINTMENTS**

All those who fall into the above categories will be required to complete a Criminal History Check application, which will enable the Commission for Children and Young People, Queensland Government to determine the person/s suitability for work with and around children.

All checks must be completed prior to the commencement of duties.

**Only those individuals who receive a “suitability notice” from the children’s commission may continue and/or commence duties with the organisation.**



## Moreton Bay Table Tennis Association Inc. Disciplinary Action & Dismissal Policy & Procedure

<b>Policy Title:</b>	<b>DISCIPLINARY ACTION AND DISMISSAL</b>
<b>Policy Type:</b>	<b>Volunteer Management</b>
<b>Date:</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>(Min Yearly)</b>

### POLICY

This organisation is committed to maintaining the standard of performance of volunteers.

The volunteer's direct manager, in consultation with clubs management committee, will take necessary steps to address any performance deficiencies or incidents of misconduct as needed.

Volunteer performance and conduct is governed by the organisation's policies and procedures, code of conduct, volunteer agreement, position description &/or task sheet and volunteer handbook, which form the conditions of employment. Where a volunteer fails to act within the scope of these conditions, this may result in termination of their position or disciplinary action.

Strict confidentiality according to the Privacy Act and compliance with the organisation's code of conduct and policies and procedures will apply to all disciplinary action and dismissals.

### PROCEDURE

#### ATTENDANCE AND PERFORMANCE STANDARDS

All volunteers must contribute as outlined in the position description to achieve the required outcomes of their position.

All volunteers must attend relevant meetings as determined by the position description or task sheet or at least a significant proportion to ensure that their position's tasks and the organisation's development are not hindered by the lack of attendance.

All volunteers must attend training sessions provided or designated in the volunteer's agreement, training plan and position description /task sheets unless otherwise negotiated.

#### PROCEDURE FOR DISMISSAL

In the first instance, the direct supervisor will meet with the volunteer as soon as practicable to discuss the issue/s, including the reason/s for the reprimand, the expectations of the organisation and suggestion/s for improvement.

Should this result in no improvement of performance, a meeting should be held to include the volunteer and the management committee or its representatives.

If this meeting results in a recommendation for dismissal of the volunteer, the controlling committee/ board of the organisation must approve the recommendations. This body reserves the right to hold a meeting with the volunteer and their direct supervisor, if required, prior to dismissal.

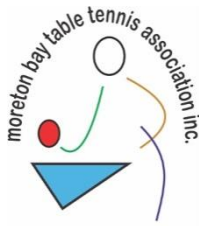
The direct supervisor will **immediately** dismiss a volunteer who is deliberately conducting themselves in direct conflict with the organisation's policies and procedures or codes of behaviour.

The direct supervisor then will be required to immediately notify the controlling body/board, verbally followed by a written statement outlining full details of the situation.

The management committee representative/s will be available to provide assistance with the dismissal procedure as required.

The dismissal procedure must have a minimum of two personnel in attendance and maintain strict confidentiality according to the Privacy Act. Prior to commencement of such procedures the personnel will determine the level of documentation required and confirm acceptance by the individual.

All dismissals will be advised verbally and in writing and will result in membership privileges being revoked, the return of any organisation uniform items issued to the volunteer and any other equipment, keys or property owned by the organisation.



## Moreton Bay Table Tennis Association Inc. Workplace Health & Safety Policy

<b>Policy Title:</b>	<b>Workplace Health &amp; Safety</b>
<b>Policy Type:</b>	<b>Risk Management</b>
<b>Date:</b>	<b>7/10/2014</b>
<b>Revision Date:</b>	<b>(Min Yearly)</b>

Moreton Bay Table Tennis Association Inc. is committed to the proper management of workplace health, safety and environment, which ranks equally with all other operational considerations.

It is our aim to minimise the risk of injury and disease to our employees, volunteers and other persons by adopting a planned and systematic approach to the management of workplace health, safety and environment and providing the resources for its successful implementation and continuous improvement.

The objectives of this policy are to ensure:

- All hazards and risks to health and safety are identified, assessed and where they cannot be eliminated, are effectively controlled;
- Measures to control hazards and risks to health and safety are regularly monitored and evaluated;
- Employees & volunteers are consulted and encouraged to contribute to the decision making process on Workplace Health and Safety matters effecting their health and safety;
- All Managers, supervisors, employees and volunteers receive appropriate information, instruction, training and supervision they need to safely carry out their responsibilities.

While safety is everyone’s responsibility, our Health & Safety Officer has the duty of coordinating management of health and safety on behalf of the Committee. The Health & Safety Officer has a responsibility to:

- Coordinate the identification, development, implementation and review of health and safety related policies and procedures;
- Identification, assessment and selection of measures to control hazards and risks to health and safety;
- Monitoring and evaluating hazards and risk control measures;
- Identification and coordination of appropriate health and safety related information, instruction and training;
- Monitor and advise on legislative and technical changes relating to health and safety;



- Monitor and provide regular reports via the staff meetings and written reports on the association's health, safety and environment performance;
- Support employees and volunteers to follow policies and safe work procedures developed; and
- Provide information to employees, volunteers and representatives on health and safety.



## Moreton Bay Table Tennis Association Inc.

### Internet / Email Access Policy

<b>Policy Title:</b>	<b>Internet / E-Mail Access &amp; Computer Facilities</b>
<b>Policy Type:</b>	<b>Risk Management</b>
<b>Date:</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>(Min Yearly)</b>

## POLICY

### INTERNET ACCESS

Internet access is provided for organisations purposes only, in a particular area / field relevant to the development of our organisation / sport. Access is not automatically available to everyone in the organisation.

Inappropriate use of the Internet may result in embarrassment to the organisation and to individuals. Access to pornographic and other sexually explicit sites is strictly prohibited and will result in immediate dismissal.

### DOWNLOADING SOFTWARE

Executable files must not be downloaded from the Internet without permission. Such files may contain viruses that could infect one PC or the entire network. Information Technology specialists should be contacted for approval of use of such software and arrange to scan the software for viruses.

### ELECTRONIC MAIL

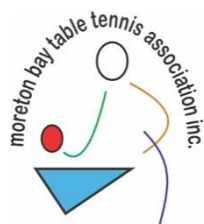
E-mail is a powerful communication tool but should not to be used as a substitute for personal telephone calls or personal mail service. As with Internet usage, E-mail should be used for business purposes only.

E-mails sent and replied to during the course on executing ones duties must be done in a manner that is respectful and in consistent with the appropriate codes of conduct and behaviour.

### COMPUTING FACILITIES

All employees and volunteers must use computing equipment, software and network access in a manner consistent with the appropriate codes of conduct and applicable laws of Queensland and Australia. Activities that interfere with the ability of other users to make effective use of computing and network resources are prohibited.

All software must be licensed to the organisation and the terms of the license agreement must be adhered to strictly.



## Moreton Bay Table Tennis Association Inc. Equal Opportunity Employment Policy & Procedure

<b>Policy Title:</b>	<b>EQUAL OPPORTUNITY EMPLOYMENT</b>
<b>Policy Type:</b>	<b>Risk Management</b>
<b>Date:</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>(Min Yearly)</b>

### DEFINITION

Equal Opportunity Employment provides all people with the right to equal treatment in an employment or voluntary situation without discrimination on the grounds of race, age, ethnicity, marital status, religion, disability, gender or sexual preference or any other criteria unrelated to work performance.

The purpose of this Policy Statement is to ensure that all employees and volunteers, both current and potential, are treated fairly and equitably in any and all employment situations without discrimination.

This policy applies to all directors, officers, employees and volunteers who are responsible for and involved in the recruitment selection and placement process.

### POLICY

This organisation is an Equal Opportunity Employer.

The organisation is committed to ensuring that no one is discriminated against on the grounds of age, gender, race, marital status, sexual preference, religion, disability or any other criteria unrelated to work performance.

Job vacancies, promotions, training, volunteer opportunities and other career opportunities will be decided on the basis of equity and merit. The recruitment and selection process reflects this, and concentrates on the applicant's ability to perform the requirements of the role, based on training, qualifications and previous experience and the applicant's behavioural characteristics and attitudes in terms of matching the organisation's culture. Where possible, a gender balance will be maintained for all recruitment interviews.

The Organisation will not tolerate any acts of discrimination in the workplace or on the playing fields or anywhere that the sport's activities, whether recreational, competitive or social, are conducted.

All complaints will be handled in a serious and timely manner in accordance with legislative guidelines.

### PROCEDURE

Refer :Grievance Procedure for the procedure to follow if / when the EOE Policy appears to have been breached.



## Moreton Bay Table Tennis Association Inc.

### GRIEVANCE PROCEDURE

Procedure Title:	GRIEVANCE PROCEDURE
Procedure Type:	Volunteer Management
Date:	14/10/2014
Revision Date:	(Min Yearly)

### DEFINITION

A grievance procedure is a means for volunteers to resolve any complaints that may arise while performing duties for the organisation. The complaint will be dealt with ***under strict confidentiality according to the Privacy Act***, through the correct channels, speedily, informally and flexibly, to the reasonable satisfaction of the volunteer/s and the organisation.

All volunteers should use this procedure when lodging formal complaints. The grievance procedure applies to any industrial matters concerning the volunteer's role and responsibilities, workload or the behaviour of others towards an individual or group where a grievance is warranted.

### PROCEDURE

#### Step 1

You should firstly discuss the matter with your immediate supervisor. State that you are lodging a grievance verbally or in writing under the grievance procedure. Discussions are to begin within forty-eight (48) hours unless you agree otherwise.

Complaints about sexual assault or harassment may be lodged directly with the President. You do not have to discuss this type of complaint with your immediate supervisor or manager.

#### Step 2

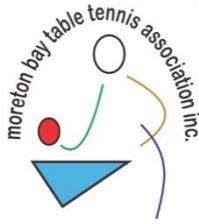
If the grievance still remains unresolved, you may refer the matter to the next level of management, your supervisor's manager. Confirm that you are notifying a grievance under the grievance procedure. The President will consult with you, and any other party involved in your grievance in an attempt to resolve the issue. Discussions will take place within no more than seven working days unless you agree otherwise.

#### Step 3

If the grievance remains unresolved, you may submit the matter in writing to the highest paid administrator in the organisation or the governing body. The letter should state that you are lodging a complaint under the grievance procedure, outline your concerns and outline the outcome you are seeking.

The Executive Officer or Committee will appoint an investigation officer with the required knowledge and skills to consider the details of the grievance. To assist an impartial investigation, the investigating officer will be a person other than your supervisor or manager.

If the matter is not settled by this investigation to the satisfaction of the person lodging the grievance, independent legal advice should be sought to assess options for further action.



## Moreton Bay Table Tennis Association Inc. HARASSMENT PHYSICAL/SEXUAL ASSAULT POLICY & PROCEDURE

<b>Policy Title:</b>	HARASSMENT, PHYSICAL OR SEXUAL ASSAULT
<b>Policy Type:</b>	Risk Management
<b>Date:</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>(Six Monthly)</b>

### DEFINITION

Harassment is any unwelcome visual, verbal or physical conduct. It may include propositions, personal comments or innuendo, verbal or physical jokes, insults or threats. Sexual harassment is unwelcome behaviour of a sexual nature as defined by the person who is offended by the behaviour. Sexual harassment is recognised as a form of sex discrimination and is now illegal under the Anti-Discrimination Act.

### POLICY

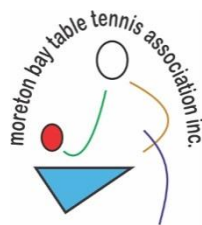
The organisation is committed to providing an environment for all employees, volunteers and visitors, free from harassment, intimidation, physical and sexual assault. Fellow employees and members of the public will treat all employees and volunteers, with courtesy, dignity and sensitivity concerning their rights, including duties and career aspirations.

### PROCEDURE

Employee or Volunteers who feel offended by unwelcome behaviour are responsible for advising the person conducting the unwelcome behaviour that they are offended by such behaviour.

- Employee or Volunteers may also wish to report the behaviour to their immediate supervisor or alternatively to the Committee or its designated Human Resources or Harassment Officer as soon as the alleged harassment occurs.
- The Committee or its representative will record the incident in writing, keeping it strictly confidential and ask the employee or volunteer if they would like an investigation into the incident.
- If an investigation is requested, the Committee shall contact a designated investigator who shall be trained in and familiar with reporting and investigative procedures regarding incidents of workplace harassment.
- The investigator shall ensure that any alleged harassment is resolved quickly and professionally, to the satisfaction of all parties. All reports **will be strictly confidential** and shall be held by the organisation.

The organisation reserves the right to terminate the services of any employee or volunteer found guilty of harassment, physical or sexual assault immediately. The organisation reserves the right to suspend the services of any employee or volunteer at the recommendation of the designated investigator.



## Moreton Bay Table Tennis Association Inc.

### SUPPORT POLICY AND PROCEDURE

<b>Policy Title:</b>	<b>SUPPORT</b>
<b>Policy Type:</b>	<b>Volunteer Management</b>
<b>Date:</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>(Min Yearly)</b>

### POLICY

This policy refers to the commitment of the organisation to provide ongoing support for volunteers, including but not limited to, the provision of 'counselling', meals, uniforms, rewards, reimbursement of telephone or travel costs, additional resources, future opportunities / pathways and any other support the organisation is able to provide to their volunteers to enhance their experiences while working to develop and promote the organisation.

The Organisation recognises the necessity for volunteers to know they will receive full support from the organisation, as organisational resources will allow and as determined by the board/committee.

### PROCEDURE

#### COUNSELLING

Any volunteer may request the opportunity to discuss matters relating to their position with their direct supervisor and in turn with the management committee/board if required. This request may be made verbally or in writing and the supervisor must be available within two weeks of the request to undertake this discussion. A third party may be present at these discussions at the request of the volunteer or the supervisor.

All volunteers will receive honest, tactful and accurate feedback and information regarding their performance of the role, responsibilities and tasks of their position.

The Organisation encourages all supervisors to provide formal or informal counselling, as they deem necessary to support those volunteers for whom they are responsible.

All paid and volunteer staff will be encouraged to provide support for other paid and volunteer personnel within the organisation to establish a sense of belonging, build teamwork, increase motivation and commitment to each other and the organisation and in an effort to enhance the voluntary experience for all involved.

#### FUTURE OPPORTUNITIES/PATHWAYS

The Organisation is committed to providing future and alternative pathways for volunteers and encourages volunteers to undertake various opportunities within the organisation where their skills, knowledge and experience meet the requirements of the position or where the volunteer has the potential and is willing to undertake training to develop the skills and knowledge to be equipped for the position.

## **MEALS AND HOURS OF WORK**

The organisation will provide snack or meal breaks as required where volunteers work for longer than four consecutive hours. **No volunteer will work longer than ten continuous hours (including breaks).**

## **UNIFORMS**

Issue of uniforms will be at the discretion of the management committee/board and prioritised based on the resources of the organisation and the position of the volunteer.

To uphold the organisation's image in the community, volunteers are expected to wear the uniform of the organisation in a neat, clean and presentable fashion. In addition to those uniforms issued, volunteers are encouraged to purchase and wear uniforms / promotional clothing items to support and promote the organisation throughout the community.

## **REIMBURSEMENT OF TELEPHONE AND TRAVEL COSTS**

Application for reimbursement of telephone and travel costs will be available for all volunteers. Payment of these costs will be *equitable* and based on the organisation's reimbursement priorities, resources of the organisation and the position of the volunteer. Those volunteers incurring substantially increased telephone and / or travel costs due to the position they hold will receive highest priority.

## **REWARD FOR CONTRIBUTION**

Rewarding volunteers for their contribution to the organisation will be a high priority. Reward will be at the discretion of the management committee and prioritised based on the resources of the organisation and the services provided to the organisation.

To ensure that adequate resources are available **those members who are unable to or chose not to contribute or volunteer their services will be charged at a higher rate.** This rate will be determined by the management committee/board.





## Moreton Bay Table Tennis Association Inc.

### RECOGNITION AND REWARD POLICY & PROCEDURE

#### **“THANK YOU!”**

Volunteers deserve acknowledgement for effort, commitment and achieving outcomes that contribute to the overall success of the organisation. A lack of or inappropriate recognition and reward will result in strong negativity within organisations and less volunteers and more pressure on those willing.

<b>Policy Title:</b>	<b>RECOGNITION AND REWARD</b>
<b>Policy Type:</b>	<b>Volunteer Management</b>
<b>Date:</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>2/3/15 (Min Yearly)</b>

### POLICY

The purpose of this policy is to provide guidance for the equitable and appropriate recognition and rewards for volunteers’ contribution to the organisation. All volunteers of the organisation will be recognised and rewarded for their contribution to the organisation’s success.

The organisation will ensure that resources are available to reward and support volunteers. Resourcing methods will be determined by the management committee. Resourcing will be a mandatory obligation for the participants benefiting from the volunteers services.

### PROCEDURE

#### **Recognition & Reward**

The following procedure will be used to establish a planned and transparent recognition and reward strategy for the volunteers of the organisation. The six steps to the organisations recognition and reward programs will be– planning, open communication, honesty, fairness, equity and humour.

- Identify the various roles in the organisation and the resources required.
- Categorise roles according to the level of contribution.
- Establish criteria that must be met to receive certain levels of recognition & reward.
- Establish criteria that must be met to receive any special recognition awards.
- Promote the various recognition and rewards that are awarded within the organisation so that it becomes general knowledge to members.
- Present recognition items to the recipients in an appropriate manner.

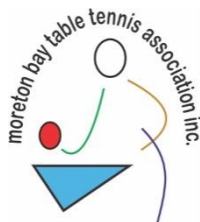
## Resourcing

The following procedure will be used to establish a resourcing plan that enables the organisation to pay what is required to support, recognise and reward the volunteers of the organisation prior to the commencement of each year.

Identify the resources required to be allocated to each role and the strategies for redeeming volunteers costs.

Establish

- the cost associated with specific roles (telephone costs, consumables, travel etc).
- the cost associated with rewarding volunteers according to the level of contribution.
- the cost to the organisation for a reduced fees policy for volunteers.
- the cost for any services that are “buy in” due to lack of skilled personnel available.
- the most appropriate reward method for those who do not benefit from fee reduction strategy.
- the fee rates for those who **do not contribute** ensuring that the resources required covers the organisation’s volunteers reward and support costs.
- a method for communicating the reasons of cost variance to members.



## Moreton Bay Table Tennis Association Inc.

### SELECTION, RECRUITMENT & PLACEMENT POLICY & PROCEDURE

<b>Policy Title:</b>	<b>SELECTION, RECRUITMENT &amp; PLACEMENT</b>
<b>Policy Type</b>	<b>Volunteer Management</b>
<b>Date</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>(Min Yearly)</b>

#### POLICY

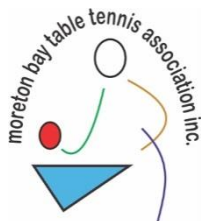
This outlines the policy and procedure for the selection, recruitment and placement of volunteers in the organisation's activities and development initiatives.

- Volunteers will be sourced from the organisation's general members, the general public and specifically targeted organisations and individuals according to the expertise required.
- All selection, recruitment and placement strategies will be the responsibility of the governing committee or board of the organisation.
- Regardless of the source of the volunteers, they must be registered by the organisation as "Official Volunteers" through the completion of a volunteer application form.
- Volunteers will be recruited in order of seniority in the organisational structure to ensure each level contributes to the selection, recruitment and placement of volunteers in their 'team', for whose performance they are responsible.
- The committee and/or their duly elected representative/s will be responsible for the recruitment, selection and placement of all volunteer positions.
- Volunteers under 18 years of age may be utilised where required for specific roles and where deemed safe by the organisation and they will be appropriately supervised. (Section 6- Children and Young People to use as a base.)
- All volunteers must be medically fit to perform the required tasks and role of their position.
- All information provided on volunteer application forms will be added to the organisation's database for ongoing utilisation (according to the Privacy Act) for future volunteering activities with the exception of those indicating on their application forms that they do not want their details passed on.
- All volunteers *may* be subject to a criminal history check under the Child Protection Act, particularly where a volunteer is working with a minor.

#### WORKING HOURS

All Volunteers must be capable of working the specified hours required for the tasks of their position. Breaks will be provided based on the hours of work. Flexibility of working

hours and breaks will be applied according to the position, tasks, demands and needs of the organisation and the individual without being detrimental to the outcomes of the position or the individual.



## Moreton Bay Table Tennis Association Inc.

### Risk Management & Safety - Policy & Procedure

The actions required of this policy and procedures is supported by RSC "Sports Safety Management Series" modules tools are available to assist the organisation implement risk reduction procedures

<b>Policy Title:</b>	<b>Risk Safety &amp; Management</b>
<b>Policy Type:</b>	<b>Management/ Administration</b>
<b>Date:</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>2/3/15 (Min Yearly)</b>

#### BENEFITS

With the implementation of good risk management practises, your organisation will be better prepared to achieve outcomes, protect your assets, reduce the risk of undesirable and costly litigation, improve the viability of the organisation and have a more confident and willing base of administrators, technical personnel, officials, paid and voluntary.

#### Policy

The organisation recognises that risk management is an essential management and administration function which is the responsibility of all directors, committee members, employed staff, volunteer and committee members at all levels of the organisation. Those responsible are required to support this policy and to manage risk within their individual area/s of responsibility.

This level of responsibility will be managed through:

#### EDUCATION & TRAINING

Appropriate and continued education and training will be conducted for all personnel responsible for implementing and delivering products and services at all levels of the organisation. The most appropriate educational methods and documentation will be provided to athletes, parents and spectators regarding risk elimination and/or minimisation.

#### GOVERNANCE

Members of the organisations' governance structure will provide the human and physical resources required to identify, evaluate, treat and review risks by developing management practises that incorporate modern simplistic solutions to reducing the organisations' and its clients' exposure to risk on a day to day basis.

These processes will be supported by well developed policies, procedures and practises that are well documented and clearly communicated, ensuring that such procedures reflect the organisations' and community's expectations and needs.

Policies, procedures and practises are developed to treat all identified and rated risks in order of priority as determined by an audit.

## **IDENTIFICATION**

To treat a potential risk we must have at least genuinely attempted to identify its potential to harm our organisation or our members therefore identification will be ongoing within the organisation. We regard identification as the key to reducing risk within our organisation. Each member paid or voluntary will be continually encouraged to assist the governing members to identify potential risk.

## **TREATMENT**

The most responsible solutions will be determined to eradicate, reduce and/or minimise the risk as soon as is practically possible utilising the most effective and efficient solutions within the organisations capabilities, physically and financially.

## **RESOURCES**

The organisation will actively provide human and physical resources required for managing and reducing risk to the organisation, its members and its assets. The organisation will actively develop processes and management procedures that will resource the organisations' education, training, identification, treatment and monitoring processes required.

### *Procedure*

## **RISK DEFINITION**

"Risk" is the chance of something happening which will have a negative impact upon the organisations' values and/or objectives. Our objectives will be defined as 'freedom from loss, harm or liability'. The freedom from loss, harm or liability will be measured in terms of what untoward things can happen, what is the likelihood of them occurring and what will be the consequences if they do occur.

## **RISK MANAGEMENT**

"Risk management" is the process of managing the organisations' potential exposure to liabilities by avoiding and preventing their occurrence and/or reducing or transferring risk/s.

## **TRAINING**

The organisation will provide for ongoing training of all personnel who have, a legal obligation to the organisation and all providers of the organisations products, services and activities, paid or voluntary through its induction program, task sheets and by encouraging its key personnel to attend community risk education programs offered by local governments and Sport and Recreation Queensland.

## **AUDIT**

The organisation will conduct mini audits on known risk areas to ensure that risk reduction procedures are being implemented appropriately. The organisation will endeavour to have a minimum of three people assess the organisation's exposure to risk or employ an appropriate industry professional expert/contractor capable of identifying potential risk.

## AUDIT REPORTING

All audit findings whether determined internally or by an external professional, will be reported in written form and duly dated and signed. All recommendations will be required to be managed by a recordable process to ensure that all risks are avoided, treated or transferred in a timely and effective manner.

### SIX- STEP MANAGEMENT PROCESS

#### 1. Identification

When identifying risks, the organisation will consider the physical, financial, moral/ethical and legal ramifications posed to the organisation, individual members and the community.

#### 2. Rating

The organisation will utilise a rating system that will enable the organisation to prioritise the likelihood and consequences of the risk occurring.

#### 3. Evaluation

The evaluation process will enable all identified ratings to be categorised into high, medium and low response required.

#### 4. Treatment

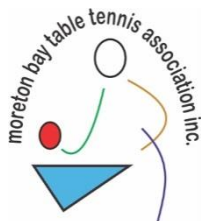
The organisation will endeavour to find the most common sense solution to reducing and/or transferring the identified risks. The organisation will develop methods that are not contrary to its governing body. All methods will be considered and determined by the capacity of the organisation to deliver the outcome/s required.

#### 5. Implementation

A planning mechanism will be utilised to assist the implementation of all treatments short and long term. The governing body manages the management and administration planning mechanism and delivery process.

#### 6. Review

The organisation will constantly review 'identified risk' as a requirement of the day-to-day management and administration process. These processes will be monitored as determined by the organisations' operational objectives and/or plan. Regular reviews will be conducted on all policies and procedures of the organisation as determined by each policy and/or procedure statement requirement.



## Moreton Bay Table Tennis Association Inc.

### Substance Use and Abuse Policy

<b>Policy Title:</b>	SUBSTANCE USE AND ABUSE
<b>Policy Type:</b>	Risk Management
<b>Date:</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>(Min Yearly)</b>

### Policy

This policy provides guidance for the management of drugs and alcohol use within the organisation. The policy applies to all athletes, members, volunteers, spectators, invited guests, visiting teams or individual athletes, parents and employed staff (to be known hereafter as “participants”) while on the organisations “premises” and/or at all times and at all venues while representing the organisation. For the purpose of this policy, where the term “premises” is utilised, it includes the competition/playing areas and surrounds, clubhouse, grandstand, canteen, storage sheds, toilet blocks, all permanent or temporary facilities or structures and car park/s.

All “participants” will abide by the governing rules of the organisation.

#### **DRUGS**

All “participants” will abide by the states laws in relation to the purchase, distribution and/or use of prohibited and illegal drugs.

All athletes, volunteers and employed staff will abide by the governing rules provided by the National Drugs in Sport Policy implemented by the Australian Sports Drug Agency at all times on the premises and at all times and all venues while representing the organisation.

This organisation has a **zero tolerance policy** for all “participants”, in relation to the purchase, distribution and use of illegal substances on the premises and at all times and all venues while representing the organisation.

The organisation management committee, or their representatives, reserve the right to deny participation of any “participant” suspected of any purchase, distribution and/or use of illegal substances.

#### **ALCOHOL**

All “participants” will abide by the guidelines of the Liquor Licensing Act and the States laws in relation to the purchase, distribution and consumption of alcohol on the premises and at all times and all venues while representing the organisation.



This organisation has a **zero blood alcohol level** requirement prior to or during the completion of official duties/tasks or while representing the organisation in any capacity at any time.

The organisation has a **zero tolerance policy** for any “participant” under the legal age to consume alcohol. The organisation will implement the guidelines of the Liquor Licensing Act and the States laws, irrespective of any permission given by parents, guardians or any other individual, to an individual under the legal age to consume alcohol.

## **ATHLETES**

For the safety and enjoyment of all “participants”, athletes must maintain a **zero blood alcohol level** on the premises and/or at all times and all venues while representing the organisation, before or during his or her event, on or off the field of play.

The organisation Management Committee or their representatives, reserve the right to deny participation of athletes suspected of any blood alcohol content prior to or during participation. Any athlete suspected of blood alcohol content will be responsible for proving their **zero blood alcohol level**.

## **VOLUNTEERS AND EMPLOYEES**

For the safety and enjoyment of all “participants”, coaches, team managers, selectors, officials, administrators, volunteers and employees, shall have a **zero blood alcohol level** before and during representation of the organisation. This includes the performance of the official activities, duties and tasks of their positions as defined by their position description, /job description and task sheet or any other task required on the day.

The organisation Management Committee or their representatives, reserve the right to deny participation of any coaches, team managers, selectors, officials, administrators, volunteers or employees suspected of any blood alcohol content prior to or during participation. Any coaches, team managers, selectors, officials, administrators, volunteers or employees suspected of blood alcohol content will be responsible for proving their **zero blood alcohol level**.

## **PARENTS AND GUARDIANS**

For the safety and enjoyment of all “participants”, parents and guardians will support and assist with the implementation of the organisations **zero tolerance policy** for those individuals under the legal age to consume alcohol. The organisation Management Committee, or their representatives, reserve the right to deny participation of parents, guardians and any under-aged individual suspected of alcohol consumption.

## **PURPOSE OF THE POLICY**

The organisation implements this policy through the following procedures to ensure the safe and legal participation of all athletes, members, volunteers, spectators, invited guests, visiting teams or individual athletes and employed staff.

## **TECHNICAL PERSONNEL - Substance Use & Abuse PROCEDURES**

Any individual suspected of purchasing, distributing and/or using illegal substances, on the premises and/or at all times and all venues while representing the organisation will be immediately suspended from participating in the organisation until a full police investigation has been completed.

## **RESPONSIBILITY TO IDENTIFY AND REPORT**

“Technical Personnel” are the organisation’s ‘first line of defence’ and as such are closest to the athletes and other “Technical Personnel” who may be influenced by drugs &/or alcohol, which can jeopardise the safety of the athletes and “participants” on and off the field of play.

For the safety and enjoyment of all “participants”, it is the responsibility of all “Technical Personnel” to immediately stop the participation of athletes and other “Technical Personnel” suspected of illegal or inappropriate alcohol use or drug purchase, distribution and/or use. This must be immediately reported to a member of the Management Committee or their event representative.

“Technical Personnel” will be required to sign and submit a confidential report on the individual/s and the circumstances of the incident within 48 hours of the incident and maintain full confidentiality regarding the incident at all times. “Technical Personnel” must make themselves available, within a reasonable timeframe, to attend any future meetings, hearings or gatherings to assist the organisations Ethics Committee and Management Committee with their decision-making processes.

## **“Technical Personnel” Standards**

“Technical Personnel” suspected of not having a **zero blood alcohol/drug level** prior to or during an event, shall be immediately suspended from participation.

The organisation transfers responsibility to the “Technical Personnel” to prove they have a **zero blood alcohol /drug level** before participation can occur.

The Management Committee or its representative shall, immediately suspend any “Technical Personnel” not having a **zero blood alcohol/drug level** prior to or during their event.

## **Once suspension has occurred, in the case of “Technical Officials”,**

Due to the high level of responsibility and duty of care to others, technical personnel breaches require that the Management Committee implement the following:

First Offence – the personnel responsible for suspending the individual will be required to report the suspension and the circumstances to the Management Committee in writing within 48 hrs of the incident. The organisations Ethics Committee will undertake a full investigation of the incident and if a policy breach has occurred, report their findings to the Management Committee. The Management Committee will issue a **final warning** to the individual in writing within 7 days, stipulating that any further breach of the organisations policy and procedures will result in automatic suspension from any “Technical Personnel” duties.

Second and Final Offence – the personnel responsible for suspending the individual will be required to report the suspension and the circumstances to the Management Committee in writing within 48 hrs of the incident. Management Committee Ethics Committee will undertake a full investigation of the incident and if a policy breach has occurred the Management Committee shall immediately remove the “Technical Personnel” from all “Technical Personnel” duties for a period of time deemed necessary by the Judicial Committee based on the severity of incidences. The

individual must receive training &/or counselling before reinstatement to any technical position.

## **VOLUNTEERS & EMPLOYEES - Substance Use & Abuse**

### **PROCEDURES**

Any individual suspected of purchasing, distributing and/or using illegal substances, on the premises and/or at all times and all venues while representing the organisation will be immediately suspended from participating in the organisation until a full police investigation has been completed.

#### **RESPONSIBILITY TO IDENTIFY AND REPORT**

It is the responsibility of all volunteers and employees to immediately report any suspected illegal or inappropriate alcohol use or drug purchase, distribution and/or use by any other “participant” to a member of the Management Committee. For the safety and enjoyment of all “participants”, it is the responsibility of all volunteers and employees to immediately stop the participation of any individual suspected of illegal or inappropriate alcohol use or drug purchase, distribution and/or use. This must be immediately reported to a member of the Management Committee or their representatives.

Volunteers and employees will be required to sign and submit a confidential report on the individual/s and the circumstances of the incident within 48 hours of the incident and maintain full confidentiality regarding the incident at all times.

Volunteers and employees must make themselves available, within a reasonable timeframe, to attend any future meetings, hearings or gatherings to assist the organisations Ethics Committee and Management Committee with their decision-making processes.

#### **Volunteer Standards**

Any volunteers and employees not having a **zero blood alcohol/drug level** or drug purchase, distribution and/or use, prior to or during representing the organisation, including the performance of the official activities, duties and tasks of their position, as defined by their position description, job description and task sheet or any other task required on the day, shall be immediately suspended from participating.

Any volunteers and employees suspected of not having a **zero blood alcohol/drug level** or drug purchase, distribution and/or use, will be immediately suspended from participating by the Management Committee &/or its representative/s.

#### **Once volunteer or employee suspension has occurred the following will apply:**

First Offence – the personnel responsible for suspending the individual will be required to report the suspension and the circumstances to the Management Committee in writing within 48 hrs of the incident. The Judicial Committee will investigate the incident and if a policy breach has occurred, the Management Committee shall then issue if the breach is minor an official warning to the individual in writing within 7 days, indicating that any further offences will incur more severe penalties and/or suspensions. If the breach is server the Management Committee shall immediately and permanently remove the individual from their duty and revoke future participation in an official capacity.

Second & Final Offence – the personnel responsible for suspending the individual will be required to report the suspension and the circumstances to the Management Committee in writing within 48 hours of the incident. The Judicial Committee will

investigate the incident and if a second policy breach has occurred, the Management Committee shall immediately and permanently remove the individual from their duty and revoke future participation in an official capacity.

## **ATHLETES & PARTICIPANTS - Substance Use & Abuse**

### **PROCEDURES**

Any individual suspected of purchasing, distributing and/or using illegal substances, on the premises and/or at all times and all venues while representing the organisation will be immediately suspended from participating in the organisation until a full police investigation has been completed.

### **RESPONSIBILITY TO IDENTIFY AND REPORT**

Athletes are in a position to recognise changed behaviour, particularly of other athletes, coaches and technical personnel. For the safety and enjoyment of all “participants”, it is the responsibility of all athletes to immediately report suspected illegal or inappropriate alcohol or drug purchase, distribution and/or use, by any individual, to the coach, a member of the Management Committee or their representatives.

Athletes will be required to sign and submit a confidential report on the individual/s and the circumstances of the incident to the Management Committee within 48 hours of the incident and maintain full confidentiality regarding the incident at all times. Athletes must make themselves available, within a reasonable timeframe, to attend any future meetings, hearings or gatherings to assist the organisations Ethics Committee and Management Committee with their decision-making processes.

### **Athletes Standards**

Any athlete suspected of performance enhancing or elicited drug use shall be required to undergo the Australian Sport Drug Agency procedures. Any athlete suspected of not having a **zero blood alcohol/drug level** prior to or during an event, shall be immediately suspended from participating by the coach, technical personnel &/or the Management Committee representative. The organisation transfers responsibility to the athlete to prove they have a **zero blood alcohol/drug level** before participation can occur.

### **Once player/athlete suspension has occurred the following will apply:**

First Offence – the personnel responsible for suspending the individual will be required to report the suspension and the circumstances to the Management Committee in writing within 48 hrs of the incident. The Judicial Committee will investigate the incident and if a policy breach has occurred, the Management Committee shall then issue if the breach is minor, an official warning to the individual in writing within 7 days, indicating that any further offences will incur more severe penalties and/or suspensions. If the breach is severe the Management Committee shall immediately revoke membership in writing within 7 days for a minimum period of 3 years from the organisation.

Second Offence – the personnel responsible for suspending the individual will be required to report the suspension and the circumstances to the Management Committee in writing within 48 hours of the incident. The Judicial Committee will conduct a hearing where the athlete shall be required to present a case to the Judicial Committee to justify his or her continuance in the organisation. If a second policy breach has occurred, the Management Committee shall suspend the athlete for a minimum of two months and issue a final warning and the athlete must agree to undertake appropriate counselling prior to continuing his or her participation. If the breach is severe the Management Committee shall immediately revoke membership for a minimum period of 3 years.

Third & Final offences – the personnel responsible for suspending the individual will be required to report the suspension and the circumstances to the Management Committee in writing within 48 hours of the incident. The Judicial Committee will investigate the incident and if a third policy breach has occurred, the Management Committee shall immediately revoke membership for a minimum of three years from the organisation. If the breach is severe the Management Committee may revoke membership for life.

After the suspension period has been served the athlete shall be able to return knowing that any further proven breach will result in the issuing of an immediate life long ban.

## **ETHICAL & JUDICIAL COMMITTEE PROCEDURES**

The Management Committee will accept all reports regarding an incident relating to illegal or inappropriate alcohol use or drug purchase, distribution and/or use by any “participant”. These reports will be passed on, in writing within 48 hours of receiving a written report of an incident, to the Judicial Committee to investigate the incident.

The Judicial Committee shall receive and investigate all reports of suspected illegal or inappropriate alcohol use or drug purchase, distribution and/or use by any “participants”. The Committee will provide the Management Committee with recommendations for fair and appropriate actions to be taken to address each incident in accordance with this policy.

The Judicial Committee and Management Committees shall immediately report all suspected illegal drug activities to the police. Any “participant” suspected of illegal drug use will be suspended from the organisation and its premises until a full police investigation have been completed. The results of the investigation will assist the Judicial Committee and Management Committee to determine the individuals’ future participation with the organisation.

The Management Committee shall ensure the requirements of the Liquor Licensing Act are enforced at all times in relation to the purchase and consumption of alcohol on the premises.

The Judicial Committee and Management Committees will maintain full confidentiality of any investigations. The Management Committee may suspend the individual/s reported until a thorough investigation is undertaken.

Judicial investigations will include the following steps to ensure the implementation of a fair and accurate decision-making process.

Step 1 - Receive written and signed reports from complainants / witnesses, thoroughly and clearly identifying details of the incident, within 48 hours of the incident.

Step 2 - The Judicial Committee will ensure complainants / witnesses sign an agreement to maintain full confidentiality regarding the individual/s and the incident at all times.

Step 3 - The Judicial Committee shall conduct a hearing within a reasonable timeframe (depending on the incident), whereby the individual suspected of inappropriate alcohol use or drug purchase, distribution and/or use, shall meet with the Judicial Committee to discuss the incident. Those who reported and witnessed the incident shall attend to further clarify their written report/s. All present at the hearing will sign a confidentiality agreement and maintain full confidentiality regarding the hearing, the individual/s and the incident at all times.

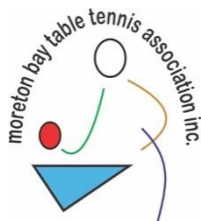
Step 4 - If the Judicial Committee finds the individual/s to have been inaccurately reported for an incident, the recommendation to the Management Committee will be to immediately issue a formal apology verbally and in writing on behalf of the organisation and those who reported the incident.

If the Judicial Committee finds the individual/s to have undertaken inappropriate alcohol use or drug purchase, distribution and/or use, the Judicial Committee will make recommendations to the Management Committee, according to the severity of the incident and **in accordance with details set out throughout this policy document.** (Mandatory minimum penalties advertised for non-compliance may not be reduced though higher penalties may be considered)

The Management Committee may endorse or adjust the decisions and recommendations of the Judicial Committee, in consultation with the Judicial Committee and authorise the Judicial Committee to undertake fair and appropriate actions to address each incident **in accordance with details set out throughout this policy document.** (Mandatory minimum penalties advertised for non-compliance may not be reduced though high penalties may be considered)

The Management Committee may revoke memberships for repeat offences as recommended by the Judicial Committee

All long term or life long bans will be required to be reported to the governing body to enable them to implement and support such penalties.



## Moreton Bay Table Tennis Association Inc. Volunteer Management Policy & Procedure

<b>Policy Title:</b>	<b>VOLUNTEER MANAGEMENT</b>
<b>Policy Type</b>	<b>Volunteer Support</b>
<b>Date</b>	<b>14/10/2014</b>
<b>Revision Date:</b>	<b>(Min Yearly)</b>

### Policy

The policy of the organisation is that volunteers are the most valuable resource of the organisation and as such the organisation will ensure all volunteers are managed according to the various policies, procedures and codes adopted by the organisation. These policies, procedures and codes include (but are not limited to):

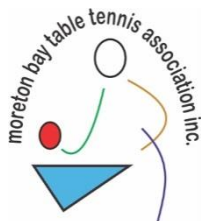
- Recruitment, Selection and Placement
- Training
- Support
- Equal Opportunity Employment
- Harassment, Physical and Sexual Assault
- Grievance
- Disciplinary Action and Dismissal
- Code of Conduct
- Recognition and Reward
- Internet / E-mail Access
- Child Protection
- Risk Management and Safety

### Procedure

- All volunteers must complete the Volunteer Application Form and declaration in full.
- The organisation will follow the various procedures outlined within each of the policies and procedures and code listed above.

In addition, the organisation will abide by

- All laws, legislation and acts applicable to the conduct of the organisation's activities such as (Incorporation, Gaming, Privacy, Health, Liquor, Child Protection);
- Ensure the organisation is incorporated at all times;
- Operate according to the organisation's constitution and by-laws, rules and regulations of the activities undertaken by the organisation
- Ensure all volunteers participate appropriately in a safe, positive and equitable environment.



## Moreton Bay Table Tennis Association Inc. Volunteer Training Policy & Procedure

Policy Title:	VOLUNTEER TRAINING
Policy Type:	Volunteer Management
Date:	14/10/2014
Revision Date:	(Prior to each new season)

### POLICY

The purpose of this policy and procedure is to provide guidance for the training of the organisations’ volunteers. All volunteers will undergo Induction and Orientation Training, Facility Training and Job Training.

Managing Volunteers, Risk Management and Client Service including Cultural and Disability Awareness Training will be highly recommended for all volunteers.

#### INDUCTION AND ORIENTATION TRAINING

The purpose of induction and orientation training is to make sure each individual has a clear picture about the organisation. This should include:

1. Some organisational history, traditions and culture
2. How and why the organisation operates today
3. Information about the structure of the organisation, interaction/communication and reporting lines, who is in each position
4. Organisational values and philosophy
5. The organisation’s mission/vision/goals
6. Policies and procedures, code of conduct
7. Parties of significance outside the organisation (eg. Sponsors) and

Encourage the volunteer to share a sense of ownership of and commitment to the organisation as a valuable contributor to organisational development and success.

#### FACILITY TRAINING

The purpose of facility training is to make sure each individual is aware of the physical structure and layout of the facility. This can be achieved through a tour of the facility and presenting information on: The operational requirements such as opening and lock up procedures (including setting and disarming alarms) for individuals with keys/access rights.

1. Fire and emergency evacuation procedures
2. Workplace health and safety requirements
3. Any other legislative or local council requirements relating to the particular facility
4. More specific information, if required, for their particular role.



## **JOB TRAINING**

Job training must ensure those in particular positions are equipped with the knowledge and skills to perform their specific roles and responsibilities successfully. The organisation will ensure that all specific roles and responsibilities are formally clarified including important task deadlines, any specific risks or risk reduction tasks and any special requirement details.

Depending on the position and the individual involved, training can range from informal discussion to full time tertiary courses. Requirements will be identified and determined through the preparation of the individual's training plan in partnership with the individual volunteer and a minimum of one organisational representative with training expertise.

## **MANAGING VOLUNTEERS & CLIENT SERVICE TRAINING INCLUDING CULTURAL & DISABILITY AWARENESS**

All volunteers who are directly responsible for client service or managing the performance of volunteers will undergo training in these areas to ensure the organisation provides excellent client service from a team of competent, confident, motivated and focussed volunteers to meet client needs.

## **RISK MANAGEMENT**

Ongoing training will be provided for all paid and voluntary personnel who have a legal obligation to the organisation and all providers of the organisations' products, services and activities. This training must cover all aspects of risk identification and evaluating the organisation's risks, risk removal and reduction processes, treat, implement and review risks on all aspects of the organisations infrastructure and operations.

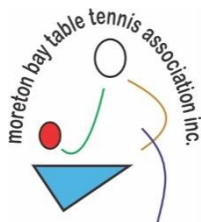
## **PROCEDURE**

Preparation of individual training plans in partnership with the individual volunteer including 'sign off' by the individual and the organisation is compulsory for all volunteers. Evaluation of training attendance and effectiveness of training is strongly recommended. Any concerns regarding training should be raised with the volunteer's direct supervisor or management committee.

Additional specialist services may be contracted where necessary to fulfil training requirements to ensure training complies with the organisation's risk management policies and strategies.

A "Mentor Program" and/or "Buddy System" for appropriate positions and individuals as identified by the management committee are recommended as an effective training method.

Training manual/s particularly for, but not limited to, Induction and Orientation, Facility, Managing Volunteers, Client Service and Risk Management Training, will be prepared and provided as a resource for all volunteers. The manual/s will provide volunteers with information to assist them in the performance of duties during their appointment to their position.



## Moreton Bay Table Tennis Association Inc.

### VOLUNTEER CODE OF CONDUCT

To ensure that risk management audit requirements are met, a copy or reference to this code will be required to be signed by all volunteers and workers performing duties on behalf of or for the organisation.

<b>Policy Title:</b>	<b>VOLUNTEER CODE OF CONDUCT</b>
<b>Policy Type</b>	Volunteer Management
<b>Date</b>	14/10/2014
<b>Revision Date:</b>	/ / ( Min Yearly)

#### CONFIDENTIALITY

Each volunteer shall agree to maintain in confidence all proprietary information concerning the business of the organisation, which is not generally available to the public. All volunteers shall operate in accordance with the Privacy Act.

#### CONDUCT

All volunteers are expected to maintain a high standard of conduct and personal presentation while working for the organisation, whilst representing or perceived to be representing the organisation, at home and away. Volunteers conduct or personal presentation must provide a positive image of the organisation that reflects the organisation's traditions, culture, purpose and mission.

#### DRESS CODE

Clothing attire or the uniform provided is to be consistent with the role of the volunteer. Volunteer's personal presentation must portray a positive image of the organisation that reflects the organisation's traditions, culture, purpose and mission.

Team Managers for specific events or tours should use their discretion in order to ensure that these standards are maintained.

#### GIFTS AND FAVOURS

Volunteers are not to offer or provide gifts, entertainment or benefit to other persons, companies or organisations without prior approval from the controlling body. Volunteers are not to accept gifts, entertainment or benefits over the value of \$50 from other persons, companies or organisations without prior approval, or declaration to the controlling body.

#### USE OF AUTHORITY

Volunteers shall not use, or permit the use of their position, title or authority, to give an improper advantage to or advance private interest of another organisation, person or group of persons.

Volunteers are not authorised to sign any documents, agreements or correspondence committing the organisation to any financial or legal risks. (Authorisations are strictly controlled by the organisations controlling committee). Any queries in this regard should

be directed to secretary of the organisation for approval by the committee. Volunteers will not be reimbursed for any claims for purchases not authorised by the organisation prior to purchase.

### **MEDIA**

The controlling body and its selected representatives will make all statements, press releases, or announcements to the media. Volunteers are to refer any questions, inquiries, or requests for statements to this controlling body. Unless designated by the controlling body, a volunteer shall not deal with the media.

### **CLIENT SERVICE**

Volunteers will perform their services to the best of their ability to maintain the professional image and presentation of the organisation for clients.

“Clients” will include the general public, patrons, colleagues (including paid staff, contractors and volunteers) the Board, committee representatives, members, sponsors, media, competing athletes and their support teams, and visiting VIP’s.

All clients will receive the highest standard of customer service irrespective of age, gender, race, marital status, disability, sexual preference or religion.

A high standard of Client Service includes:

1. Maintaining a friendly, polite, courteous and helpful approach at all times.
2. Always being respectful and considerate.
3. If unable to provide immediate assistance, you should be sufficiently knowledgeable to ensure the client receives the appropriate advice or assistance quickly.
4. If confronted with a disgruntled client who you are unable to appease (despite your best efforts), refer them to your immediate supervisor or a more experienced person.

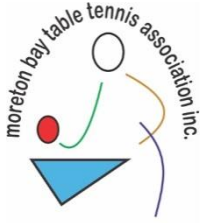
If you are unsure of the accuracy of your information, don’t guess but ask your immediate supervisor or an appropriate volunteer with knowledge of the particular area of concern for assistance.

### **DECLARATION OF ACCEPTANCE**

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_



## Moreton Bay Table Tennis Association Inc. BOARD/COMMITTEE MEMBERS CODE OF CONDUCT

- A board member must act honestly, in good faith and in the best interests of the company as a whole.
- A Board Member has a duty to use due care and diligence in fulfilling the functions of committee and exercising the powers attached to that position.
- A Board Member must use the powers of office for a proper purpose, in the best interests of the organisation as a whole.
- A Board Member must recognise that the primary responsibility is to the organisation members as a whole, but should, where appropriate, have regard for the interests of all stakeholders of the organisation.
- A Board Member must not make improper use of information acquired as a Board Member.
- A Board Member must not take improper advantage of the position of Board Member.
- A Board Member must not allow personal interests, or the interests of any associated person, to conflict with the interests of the company.
- A Board Member has an obligation to be independent in judgement and actions, and to take all reasonable steps to be satisfied as to the soundness of all decisions taken by the Board Members.
- Confidential information received by a Board Member in the course of the exercise of Board duties remains the property of the organisation from which it was obtained and it is improper to disclose it, or allow it to be disclosed, unless that disclosure has been authorised by that company, or the person from whom the information is provided, or is required by law.
- A Board Member should not engage in conduct likely to bring discredit upon the organisation.
- A Board Member has an obligation, at all times, to comply with the spirit, as well as the letter, of the law and with principles of the Code.

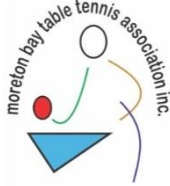
### DECLARATION OF ACCEPTANCE

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature \_\_\_\_\_/\_\_\_\_/\_\_\_\_

Witness Signature \_\_\_\_\_/\_\_\_\_/\_\_\_\_



## Moreton Bay Table Tennis Association Inc.

### COACHES CODES OF BEHAVIOUR

Do not tolerate acts of aggression.

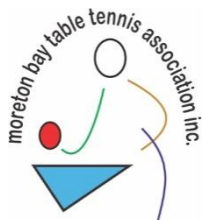
- Remember that young people participate for pleasure and winning is only part of the fun.
- Never ridicule or yell at a young player for making a mistake or not coming first.
- Provide feedback to players in a manner sensitive to their needs. Avoid overly negative feedback.
- Be reasonable in your demands on players' time, energy and enthusiasm. Ensure that the tasks &/or training set are suitable for age, experience, ability, & physical & psychological conditions of the player.
- Know and abide by the rules, regulations and standards of the game and encourage players likewise. Accept both the letter and the spirit of the rules.
- Ensure that the time players spend with you is a positive experience. All young people are deserving of equal attention and opportunities. Avoid overplaying the talented players; the just-average need and deserve equal time.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage players to do the same.
- Show concern and caution toward sick and injured players. Follow the advice of the physician when determining whether an injured player is ready to recommence training or competition.
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young people.
- Treat all players fairly within the context of their sporting activities, regardless of gender, race, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status and other conditions.
- Treat all players fairly within the context of their sporting activities, regardless of who their parents, partner or spouses may be or how their actions may impact on you personally, politically or emotionally.
- Encourage players to respect one another and to expect respect for their worth as individuals regardless of their level of ability.
- Any physical contact with players needs to be appropriate to the situation and necessary for the player's skill development only. Avoid situations with your players that could be construed as compromising.
- Be acutely aware of the power that you as a coach develop with your players in the coaching relationship and avoid any sexual intimacy with players.
- Actively discourage the use of performance enhancing drugs, alcohol, tobacco and illegal substances.
- Do not exploit any coaching relationship to further personal, political or business interests at the expense of the best interest of your players/or team.
- Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules.

#### DECLARATION OF ACCEPTANCE

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature \_\_\_\_\_/\_\_\_\_/\_\_\_\_



## Moreton Bay Table Tennis Association Inc.

### OFFICIALS CODE OF BEHAVIOUR

- Modify rules and regulations to match the skill level and needs of young people.
- Compliment and encourage all participants.
- Be consistent, objective and courteous when making decisions.
- Condemn unsporting behaviour and promote respect for all opponents.
- Emphasise the spirit of the game rather than the errors.
- Encourage and promote rule changes which will make participation more enjoyable.
- Be a good sport yourself. Actions speak louder than words.
- Keep up to date with the latest trends in officiating and the principles of growth and development of young people.
- Remember, you set an example. Your behaviour and comments should be positive and supportive.
- Place the safety and welfare of the participants above all else.
- Treat all players fairly within the context of their sporting activities, regardless of who their parents, partner or spouses may be or how their actions may impact on you personally, politically or emotionally.
- Give all young people a 'fair go' regardless of their gender, ability, cultural background or religion

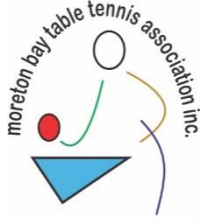
### DECLARATION OF ACCEPTANCE

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature

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## Moreton Bay Table Tennis Association Inc. PARENT/GUARDIAN – CODE OF BEHAVIOUR

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

- Respect the rights, dignity and worth of others.
- Remember that your child participates in the activity for their enjoyment, not yours.
- Encourage children to participate, do not force them.
- Focus on your child's efforts and performance rather than winning or losing.
- Never ridicule or yell at your child and other children for making a mistake or losing a competition.
- Show appreciation for good performance and skilful plays by all (including opposing participants)
- Encourage children to play according to the rules and settle disagreements without resorting to hostility or violence.
- Respect official's decisions and teach children to do likewise.
- Do not physically or verbally abuse or harass anyone associated with the sport (participant, coach, official, club volunteer, other parents and so on). Support all efforts to remove verbal and physical abuse from sporting activities
- Demonstrate a high degree of individual responsibility especially when dealing with or within the vicinity of persons less than 18 years of age, as your words and actions are an example.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- Be a positive role model.

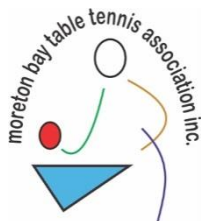
**Understand the repercussions if you breach, or are aware of any breaches of this Code of Behaviour.**

### DECLARATION OF ACCEPTANCE

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature \_\_\_\_\_/\_\_\_\_/\_\_\_\_



## Moreton Bay Table Tennis Association Inc.

### PLAYERS CODE OF BEHAVIOUR

- Play by the rules.
- Never argue with an official. If you disagree, have your captain, coach or manager approach the official during a break or after the competition.
- Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
- Work equally hard for yourself, your team and your club.
- Be a good sport. Applaud all good plays whether they are made by your team or the opposition.
- Treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
- Cooperate with your coach, team-mates and opponents. Without them there would be no competition.
- Participate for your own enjoyment and benefit, not just to please parents and coaches.
- Respects the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Respect the rights, dignity & worth of fellow players, coaches, officials & spectators.
- Care for & respect the equipment provided to you as part of your program.
- Be frank & honest with your coach concerning illness, injury &/or your ability to participate.
- At all times avoid intimate relationships with your coach or team staff.
- Co-operate with coach/s and staff when they are preparing you prior, during and after competition/s.

#### DECLARATION OF ACCEPTANCE

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature

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