

TGHN Member Code of Conduct, Grievance & Complaint Handling Policy

This Policy binds everyone who is involved in SLS including but not only:

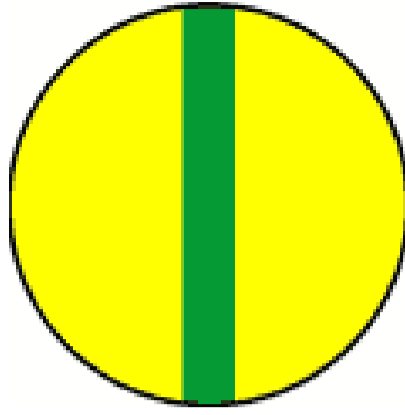
- a) persons appointed or elected to boards, committees and sub-committees
- b) volunteers
- c) support personnel
- d) all Members, including State Centres, Clubs, individual members, life members and members of Members (including Branches)
- e) any other person involved in SLS including but not limited to participants, parents, guardians, spectators, sponsors and licensees and other contracted parties to the full extent possible.

This Policy will continue to apply to a person, even after they have stopped their association or employment (subject to this Policy's terms) with an SLS Entity, if disciplinary action against that person has commenced. **(Extract from SLSA Membership Policy May 2018)**

General Code of Conduct

Members and all people involved in any way with SLS will:

- a) respect the rights, dignity and worth of others—treat others as you would like to be treated yourself
- b) be ethical, considerate, fair, courteous and honest in all dealings with other people and organisations
- c) be professional in, and accept responsibility for your actions
- d) be aware of and follow—at all times—SLS' standards, rules, policies and procedures and promote those standards, rules, policies and procedures to others
- e) operate within the rules and spirit of the sport, including the national and international guidelines that govern SLS
- f) understand the possible consequences of breaching the Codes and/or this Policy
- g) report any breaches of the Codes or this Policy to the appropriate PPA
- h) refrain from any form of Abuse, Harassment, Discrimination and Victimisation towards others
- i) raise concerns regarding decisions of PPA through the appropriate channels and in a timely manner
- j) provide a safe environment for the conduct of activities in accordance with any relevant SLSA policy
- k) show concern, empathy and caution towards others that may be sick or injured
- l) be a positive role model to all
- m) respect and protect confidential information obtained through SLS activities or services; whether individuals and/or organisational information
- n) maintain the required standard of accreditation and/or licensing of professional competencies, as applicable to the role(s)
- o) ensure that any physical contact with others is appropriate to the situation and necessary for the person's skill development
- p) refrain from intimate relations with persons over whom you have a position of authority
- q) agree to abide by the Codes
- r) maintain a duty of care towards others
- s) be impartial and accept the responsibility for all actions taken.



Three Step Procedure for Breach of this Code of Conduct

Step 1: A formal written letter from the committee, stating detailed facts about the incident with opportunity of written reply to committee within seven days.

Step 2: A formal written letter from the committee requesting all parties involved participate in a mediation process to be commenced at a time suitable to all parties and the appointed well-being team.

Step 3: A formal letter informing suspension from Club.

N.B. If an incident is deemed to be of a serious and/or unlawful nature immediate suspension will occur.

Grievance & Complaint Handling

As per SLSA Policy (6.06) May 2008

STEP 1A

Try to sort out yourself with the person or people involved, if you can

STEP 1B

If you are unsure how to handle the problem yourself, speak to the Club's MPIO

STEP 2

If you don't feel the complaint has been handled within the club you can approach other Organisational Official's such as Branch or State.

Please refer to Surf Life Saving Australia Policy- Grievance Procedure (6.06) May 2008 for further information.