



Gerringong Golf Club

Staff and Member Induction Manual

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Welcome

Welcome to the Gerringong Golf Club (GGC). We are excited to have you join our sporting family and look forward to catching up around the fairways and greens!

Gerringong Golf Club plays a significant role within our community and continues to provide one of the best golfing experiences available in the region. Whether you have been successful in gaining employment with us or have selected us as your home club of choice, we believe we can continue to develop these high levels of member service and satisfaction.

To assist in ensuring that your interaction with other club employees and our members will reflect the values that we hold, the purpose of this manual is to introduce you to the club, give you some information about our history, our members and what we do. You will also find information about terms and conditions of employment, our expectations around your behaviour and our policies and procedures. If an employee, this manual should be read in conjunction with your Confirmation of Employment correspondence.

This manual is split into two sections "For Staff" and "For Staff and Members". As part of staff conditions of employment, this induction manual must read and acknowledgement (via signature) of these requirements provided. The manual is by no means an exhaustive guide. It has been developed in conjunction with Golf Australia to act as a resource and reference for you. The policies within this manual are easily listed and accessed via the Contents Page. The manual will be updated as required as our club evolves and grows. You will be notified of any changes as they occur.

If you have any questions about the manual content or your employment, please discuss this with either our Pro Shop staff or any member of the Gerringong Club Committee.

Our Club History

For further information regarding the history of the Gerringong Golf Course, please visit our website at <https://www.gerringonggolf.com.au/about>

What We Do

A Gerringong Institution

Situated between the beautiful seaside towns of Gerringong and Gerroa, Gerringong Golf Club offers a friendly golfing atmosphere overlooking the beautiful Walkers Beach.

The club is open 7 days and offers the use of carts to enjoy either 9 or 18 holes. The small club house is cashless and open daily, providing a range of golfing equipment, hire clubs, drinks and limited food. Gerringong Golf Club is surrounded by great beaches, national parks and many other tourist destinations, and continues to be a high priority destination for both members, the broader community and social players from across the state.

Our Club Structure

The organisational structure of our Club is as follows:

President – Mr Geoff Manning

Vice President – Mr Tony Quinn

Secretary – Mrs Wendy Cutting

Treasurer – Mr Matthew Swain

Club Captain – Mr David Robinson

Ladies Captain – Mrs Trish Freeman

Head Green's Committee – Mr Neil Guy

Committee Member – Mr David Taylor

Committee Member – Mr Peter Heffernan

Course Superintendent – Mr Brad Huender

Assistant Course Superintendent – Mr Ben Purcell

Gerringong Golf Professional – Mr Shane Cochrane

Pro Shop Staff – Mr Jake Reay

Pro Shop Staff – Mr Russell Ford

Pro Shop Staff – Mr Jayden Wilshire and Mr Brody Foster

Gerringong Golf Club Vision, Mission & Values

VISION

As an integral part of the community, continue improving delivery of premier golfing services to our customers

MISSION

To achieve this Vision, we must:

- Continue to provide high quality customer service with a focus on exceeding expectations
- Remain financially secure, with a clear focus on growth and sustainability
- Maintain strong governance practices
- Continue to foster quality leadership and staff motivation, and
- Continue to foster strong ties with the community

VALUES

Gerringong Golf Club's core values are based on:

Respect and inclusion and building a stronger and safer sporting environment for everyone involved in our sport; we will foster an environment and culture that is safe for children, a pride in our workplace and integrity in our business dealings.

FOR STAFF

Employment Policy

Your employment with Gerringong Golf Club (GGC) is primarily governed by your engagement terms as outlined in your Confirmation of Employment correspondence and in conjunction with this manual. The following section provides general information regarding your pay, conditions and our expectations of you.

Payroll

Our payroll cycle runs weekly. Pays are processed on Tuesdays with funds generally available in your nominated bank account on a Wednesday.

Taxation payments are automatically deducted from your wage. Compulsory superannuation payments are paid into your nominated fund in accordance with the Superannuation Guarantee Levy (10.0%).

Changing Pay Details

Please notify either your supervising GGC Committee Member or the Treasurer should you wish to change any pay details e.g. changing your bank account. Please ensure you notify us prior to the date you wish for the change to be effective by.

Hours of Work

Your hours of work are as outlined in your Confirmation of Employment correspondence

Overtime and Additional Hours

Overtime or additional hours will only be supported with the agreement of your supervisor. If you cannot for some reason work reasonable additional or overtime hours you must notify your supervisor as soon as practicable with the reasons as to why.

Absence from work

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as practicable (and prior to your normal starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

Subsequent to this, you must keep your supervisor informed of your progress.

Wherever possible you should make dental, medical, and other personal appointments outside your normal working hours.

It is essential that you are ready to commence work at your normal commencement time as other employees and the Club depend upon you and your contribution.

Reimbursement of Expenses

The Club will reimburse employees for pre-approved (out of pocket/travel related) expenses properly incurred by employees in the performance of their duties. Reimbursement will be subject to employees providing receipts or other evidence of payment and of the purpose of each expense. The payment of expenses is at all times subject to the prior authorisation of, and at the discretion of, the Club.

Club Environment Policy

Work Areas

It is important that your work area and/or desk remain clean and tidy. Our expectation is that your work area will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops/Personal Electronic Devices should not be left out overnight unless they are locked in a safe place.

Security

Entry to the Club premises during and / or outside of normal Club hours will be by way of keys and security code.

It is the responsibility of employees to ensure that keys and security data is kept in safe custody and must be returned on demand. If any keys/passes are lost or misplaced, you must notify your supervisor immediately so that they can be cancelled.

Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured. Personal property is not covered by Club insurance. Please ensure all personal belongings and sensitive material is locked away in the areas provided.

Staff, Club and Bathroom areas

Please ensure all staff, club and bathroom areas are clean at all times. Cleaning duties will be aligned to specific shifts. Please assist us in maintaining a clean environment for yourself and our patrons. Additionally, if you use dishes for meal breaks then wash them immediately after use.

If there are any issues with these facilities you should notify your Supervisor immediately.

Printing

Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is

stocked with paper at all times. Colour printing is expensive and should be kept to a minimum.

Waste Bins

Internal to the Clubhouse, bins should be used for any items which are not recyclable e.g. plastics, metal, a pen, food scraps etc. Please use your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured/ placed into bins.

Club Recycling Bins

As a part of the previously mentioned cleaning duties in and around the clubhouse, please ensure the proper use of all recycle bins. Cleaning and maintenance of these bins will be assigned as part of your duties. Please ensure use of the appropriate bins, and that they are regularly cleaned and emptied.

Security

Paperwork with any sensitive or confidential Club information needs to be disposed of by being shredded. All sensitive information should be secured safely on the premises, and if not required passed on to the Club Secretary for shredding at the first available opportunity. Sensitive or confidential Club information includes:

- Club Information
- Member Information
- Employee Information
- Completed Forms
- Terms and conditions, and
- Policies.

Workplace Dress Code Policy

The Club's objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable all people to project a professional image that is in keeping with the needs of the Club. Employees must dress in a neat, clean and well-presented manner at all times.

Prohibited Clothing

Employees should not wear ripped clothing of any sort, low cut clothing such as jeans and shirts, track suits (pants or windcheaters) or thongs or open toed shoes.

IT, Internet, Email & Social Media Policies

Internet Use

The internet is provided for Club use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. The Club has the right to access the IT system to check if private use is excessive or inappropriate.

Failure to comply with these instructions will result in an appropriate investigation. In serious cases, the penalty, or repetition of an offence, may include dismissal. Please be aware that some forms of internet conduct may lead to criminal prosecution.

Email Use

1. Email facilities are provided for formal Club correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, the Club has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved Club disclaimer.

To protect the Club from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or Club confidentiality, or prejudicial to the good standing of the Club in the community or to its relationship with staff, members, suppliers and any other person or Club with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening and discriminatory or involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by the Club (or persons authorised by the Club) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. Failure to comply with these instructions is considered a performance breach and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

This policy also applies to all employees, contractors and sub-contractors of the Club who:

- Have an active profile on a social or Club networking site such as LinkedIn, Facebook or Twitter
- Write or maintain a personal or Club blog, and/or

- Post comments on public and/or private web-based forums or message boards or any other internet sites.

Professional Use of Social Media

The Club expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all employees, contractors and sub-contractors of the Club who contribute to or perform duties such as:

- Maintaining a profile page for the Club on any social or Club networking site (including, but not limited to LinkedIn, Facebook or Twitter)
- Making comments on such networking sites for and on behalf of the Club
- Writing or contributing to a blog and/or commenting on other people's or Club blog posts for and on behalf of the Club, and/or
- Posting comments for and on behalf of the Club on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No employee, contractor or sub-contractor of the Club is to engage in Social Media as a representative or on behalf of the Club unless they first obtain the Club's written approval.

If any employee, contractor or sub-contractor of the Club is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of the Club.

All employees, contractors and sub-contractors must ensure they do not communicate any:

- Confidential Information relating to the Club or its Members, Other Customers, Employees, Club partners or suppliers
- Material that violates the privacy or publicity rights of another party and/or
- Information, regardless of whether it is confidential or public knowledge, about Members, Other Customers, Employees, Club partners or suppliers without their prior authorisation or approval to do so; on any social or Club networking sites, web-based forums or message boards, or other internet sites.
- Confidential Information includes any information in any form which is not in the public domain.

Recruitment Policy

Policy

The Club recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our Club goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal & State Legislation and adherence to this policy and related processes.

Procedure

Ensure that a review and confirmation of the position description for the job vacancy addresses the key activities, tasks, skills required, expectations, deliverables and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the requirements of the job e.g. we seek an energetic person.

The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks, and right to work in Australia checks. If undertaking an interview, ensure there are no possible discriminatory requests for information, for example do you plan to have a family in the near future?

The Club will issue the successful candidate with Confirmation of Employment correspondence (with supporting information) or a contract of employment setting out clear terms and conditions. This will include the nature of employment e.g. full-time, part-time, casual or fixed-term.

Once the candidate has accepted, all unsuccessful candidates must be contacted as a matter of courtesy.

Induction Policy

Policy

The Club will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which includes reading of this manual.

Procedure

An induction for each new employee will include the following:

- Introductions
- Workplace tour around all areas of the club, including:
 - The administration area
 - The kitchen/bar and supporting areas
 - The golf pro shop and supporting areas
 - The course maintenance facilities
- OH&S procedures and evacuation
- Club overview
- IT system orientation
- Telephone system orientation and protocols
- Policy and procedural requirements.

All new employees should also be given a copy of the Fair Work Standards. This can be sourced at <http://www.fairwork.gov.au/Employee-entitlements/national-employment-standards>

Training & Development Policy

Policy

The Club will give employees adequate training to do their job safely and competently. Our Club believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. Safety training takes precedence.

The Club will provide every employee with an opportunity to undertake workplace related training.

Probation Policy

Policy

The 3/6 month probationary period is a time for both the employee and the Club to assess suitability, fit and competency within a role. During this period the Club commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed.

Procedure

1. Use a system to track and monitor probationary periods.
2. Give informal and formal appraisal during the probation period.
3. Give at least one formal appraisal four weeks before the end of probation.
4. At the end of the probation period, complete a final probation appraisal and advise the employee if ongoing permanent employment will apply via a formal correspondence.

Alcohol & Drugs Policy

The Club is concerned by factors affecting an employee's ability to safely and effectively do their work to a satisfactory standard. The Club recognises alcohol or other drug abuse can impair short-term or long-term work performance and is a work health and safety risk.

The Club will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. The Club has a zero tolerance policy in regards to the use of illicit drugs on Club premises or the attending of other work-related related premises while under the influence of illicit drugs. Contravening either of these points may lead to immediate dismissal.

The Club does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

The Club, at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the employee. Driving over the legal limit or under the influence of illicit drugs is illegal.

Equal Employment Opportunity (EEO) & Anti-Bullying Policy

This policy applies to all staff including contractors and covers all work-related functions and activities including external training courses sponsored by the Club.

It also applies for all recruitment, selection and promotion decisions.

The objective of the Club's Equal Opportunity Policy is to improve Club performance and successful outcomes by:

- Attracting and retaining the best possible employees
- Providing a safe, respectful and flexible work environment, and
- Delivering our facilities and services in a safe, respectful and reasonably flexible way.

Discrimination, Sexual Harassment and Bullying

The Club is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

Discrimination:

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under state and federal legislation.

Indirect discrimination occurs when a rule seems neutral but has a discriminatory impact on certain people. For example, a minimum height requirement of 6-foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

The Club provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under State and Federal Equal Opportunity legislation.

Under State legislation they include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their supervisor.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Reasonable Adjustments

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

The Club will make reasonable adjustments for a person with a disability who:

- Applies for a job, is offered employment, or is an employee, and
- Requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

Examples of reasonable adjustments can include:

- Reviewing and, if necessary, adjusting the performance requirements of the job
- Arranging flexibility in work hours (see 'Flexible work arrangements')
- Providing telephone typewriter (TTY) phone access for employees with hearing or speech impairments
- Purchasing screen reading software for employees with a vision impairment
- Approving more regular breaks for people with chronic pain or fatigue
- Buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments the Club will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases the Club can discriminate on the basis of disability, if:

- The adjustments needed are not reasonable, or
- The person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.

Procedure: To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against Club policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your supervisor). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, your first point of contact is your supervisor.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact a GGC Committee Member. Employees may also lodge a complaint with the state level Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or take action under the Fair Work Act 2009.

Employees should feel confident that any complaint they make is to be treated seriously, confidentially and treated as a priority.

Procedure: To receive a complaint

When a board/committee and/or supervisor/manager receives a complaint or becomes aware of an incident that may contravene the Club EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.

3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the board/committee and/or supervisor/manager is satisfied that the conduct complained is not in breach of the Club EEO policies) then the board/committee member and/or supervisor/manager should:
 - a. act promptly
 - b. maintain confidentiality

If an investigation is requested or is appropriate, follow the next procedure.

Procedure: To investigate a complaint

When a board/committee member and/or supervisor/manager investigate a complaint, they should follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the Supervisor will still make a decision regardless.
7. Listen carefully and record details.
8. Ensure confidentiality, minimise disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and the Club.
11. If resolution is not immediately possible, refer the complainant to a member of the GGC Committee.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

Possible outcomes

If after investigation the board/committee and/or supervisor/manager find the complaint is justified, they will discuss with the complainant the appropriate outcomes which may include:

- Disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- Staff training
- Additional training for the perpetrator or all staff, as appropriate
- Counselling for the complainant, or

- An apology (the particulars of such an apology to be agreed between all involved).

Note that legal action could also be taken against the individual employee responsible for the conduct and against the Club.

Pregnancy at Work Policy

Advising of Pregnancy

The Club encourages employees to inform their Supervisor of their pregnancy as soon as possible. However, we respect that an employee may not wish to advise us of her pregnancy earlier than the minimum notice period.

We also respect an employee's wishes regarding when it is appropriate to tell colleagues about the pregnancy.

Refer to the Club's 'Parental Leave Policy' regarding requirements for taking unpaid parental leave, including notice periods.

Harassment While Pregnant

The Club is committed to ensuring the safety of pregnant employees and considers harassment, bullying and discrimination to be unacceptable behaviour.

Refer to the Club's 'Equal Employment Opportunity Policy' for general policy and procedure on harassment, bullying and discrimination.

Safety at Work

The Club understands pregnancy to be a healthy and normal process and recognises that women have different experiences. When an employee notifies her manager that she is pregnant, the Supervisor will ask the employee to let them know if they experience any changes to their work capacity during the pregnancy. The employee and her supervisor will then discuss what is needed to keep the employee safe at work and adjustments will be made accordingly where possible.

Options to reduce hours, change of duties, light duties, rotated tasks, provision of a chair and provision of additional breaks are common ways to ensure safety at work, and will be considered on a case-by-case basis.

Transfer to a Safe Job

If it's not safe (due to illness, risks or hazards) for a pregnant employee who is entitled to parental leave to continue in her usual position, she can be transferred to a 'safe job' with no change to terms and conditions.

The employee needs to provide the Club with reasonable evidence that she is fit for work, but it would be inadvisable to continue in her present position. The Club may insist on a medical certificate.

If the Club can't transfer the employee to a safe job, she may take (or be required by the Club to take) paid 'no safe job' leave for the time stated in the medical certificate or until the pregnancy ends (either by giving birth or otherwise).

'No safe job' leave is not sick leave – it is a separate paid leave type (pregnancy-no safe job). This leave will be paid at the rate specified in the award or agreement which, at a minimum, can be no lower than the employee's base rate of pay for her ordinary hours of work. In the six weeks prior to the expected date of the birth of the child, an employer may ask an employee on safe job leave for medical certificates stating that she would be fit to perform a safe job, if one were available to her.

An employee may be required to take unpaid parental leave (instead of paid no safe job leave) if she does not provide a medical certificate within seven days or if she provides a medical certificate stating she is not fit for any work.

Working until the Birth

A pregnant employee may work until the expected date of birth of her child. If she wishes to continue working in the last six weeks of her pregnancy she may be requested to provide a medical certificate within seven days confirming she is fit to work.

If the medical certificate indicates the employee is not fit for work, she may be required to start parental leave or take a period of unpaid leave as soon as practicable (Refer to the Club's 'Parental Leave Policy').

Return to Work

If the employee has agreed to contact during leave, then towards the end of the leave period, the supervisor should confirm the employee's intention to return on the agreed date. The employee also may want to discuss any requests for flexible work arrangements at this time (refer to the Club's 'Flexible Working Arrangements Policy').

An employee must provide four weeks' notice if they want to extend their leave beyond the return date that was initially advised (refer to the Club's 'Parental Leave Policy').

The employee on parental leave has the right to return to the job they held prior to going on leave, including any promotion. If that position no longer exists, the employee will be given whichever other available position is nearest in status and remuneration to the position they held prior to going on leave.

If an employee was placed in a safe work position prior to leave, the employee is entitled to return to the position they held immediately before the safe work position.

If the pre-parental leave position no longer exists, the Club will follow its redeployment and redundancy procedures to determine if a suitable alternative position is available.

Breastfeeding at Work

The Club aims to understand and support mothers in the workplace, including accommodating breastfeeding as much as possible e.g. providing a private space.

An employee should discuss her needs with her supervisor and the Club will endeavour to make private space available or other arrangements made by agreement. Depending on the employee's duties this may include cover while she is away from her work environment.

Flexible Working Arrangements Policy

Employees may request flexible working arrangements based on parental and carer responsibilities. Employees are encouraged to put the request in writing.

To comply with the Equal Opportunity Act, the Club will consider this request, and consider all relevant facts and circumstances in deciding whether or not to agree to the request. Such a request will not be refused unless it is reasonable to do so.

Circumstances that may be relevant to determining whether a refusal is or is not reasonable include:

- The nature of the employee's work and parental or carer responsibilities
- The nature and cost of the arrangements required for an employee to fulfil their family or carer responsibilities
- The financial circumstances of the employer
- The size and nature of the workplace and the employer's Club
- The effect of the flexible working arrangements on the workplace, including the financial impact on the Club
- The consequences for the employer of having the flexible working arrangements, and
- The consequences for the employee of not having the flexible working arrangements.

Other factors that might be relevant in a particular case include:

- When the arrangements are to commence
- How long the arrangements will last
- Information that has been provided by the employee about their situation
- The accrued entitlements of the employee, such as personal, carer's or annual leave and
- Whether any legal or other constraints affect the feasibility of the employer accommodating the responsibilities, such as work health and safety laws or award penalty rates.

In addition, under the National Employment Standards, employees who have at least 12 months continuous service, with responsibility for the care of a child under school age, or for care of a child under 18 with a disability have the right to request flexible working arrangements.

Flexible work arrangements will also be considered as a form of reasonable adjustments to allow people with a disability to work safely and productively (refer to the Club's 'Reasonable Adjustments' information).

This right applies to all employees including permanent full-time and part-time employees, as well as casual employees, regardless of role of job function.

Employees must put such a request in writing.

The Club will provide a written response granting or refusing the request within 21 days and will only refuse such requests on reasonable Club grounds. These reasons will be detailed in the written refusal.

Options for Flexible Work Practices

Flexible work options which may be considered by the Club include:

- Permanent, part-time work
- Graduated return to work (for employees returning from parental leave), e.g. the employee returns part-time and then builds up to full-time work with flexible start and finish times to accommodate child care and school pick-up requirements
- Flexible rostering such as working split shifts
- Job-sharing – where two or more employees share one full-time position, each working on a part-time basis
- Work from home
- Purchased leave (48/52 leave) – where employees take an additional four weeks leave per year by adjusting their salary to 48 weeks paid over the full 52 weeks, and
- Compressed hours – where the employee works additional daily hours to provide for a shorter working week or fortnight.

This is not an exhaustive list, and other options may be agreed.

Employees utilising flexible work practices will be treated no less favourably than any other employee. Flexible working is not a barrier to promotion or supervisory responsibilities.

Leave Policy

General Leave Policy

Unless specified otherwise, employees referred to in this policy mean permanent full-time or part-time employees.

All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

All planned leave has to be mutually agreed and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's personnel file.

Annual Leave Policy

Each employee is entitled to a minimum of 20 days annual leave a year (pro-rata for part-time). Leave entitlements are calculated from the employment commencement date and accrue in accordance with workplace relations legislation or industrial instruments. Annual leave counts towards continuous service (used when calculating long service leave). Applications for annual leave need to be lodged 4 weeks in advance.

If insufficient leave is accrued, the Club may direct an employee to take unpaid leave.

The Club will decide on a case-by-case basis whether it will agree with an employee to 'cash out' annual leave as permitted by workplace relations legislation or any industrial instrument.

In some circumstances, leave in advance of what leave has accrued may be approved. This is conditional on the employee agreeing to the Club deducting any advance in the event of dismissal, or to the employee accepting leave without pay.

Personal (Sick) Leave Policy

An employee is entitled to a minimum of 10 days of personal/carer's leave every 12 months which can all be taken as carer's leave if required. Paid personal leave accrues at the rate of .83 days per month of service and is cumulative.

An employee should notify his/her supervisor as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period.

Carer's Leave Policy

Carer's leave is available to an employee for the care or support of an ill family or household member or if an unexpected emergency affects a family or household member. It is typically part of personal (sick) leave and is dealt with similarly to above.

Employees including casual employees are entitled to take up to two days unpaid carer's leave for each occasion of family or household member illness or unexpected emergency. An employee cannot take unpaid carer's leave if they could instead take paid carer's leave.

Compassionate Leave Policy

Compassionate leave is paid leave taken by an employee to spend time with a family member/member of the employee's household, who has a personal illness,

or injury, that poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family member has died, or the employee needs to spend time with a seriously ill family member. Additional unpaid leave maybe granted at management discretion.

Casual employees are entitled to two days unpaid compassionate leave for each occasion.

Long Service Leave Policy

Employees are entitled to long service leave in line with relevant long-service leave legislation (or per relevant Award or Employment Agreement).

Parental Leave Policy

Employees are entitled to parental leave in line with relevant long-service leave legislation (or per relevant Award or Employment Agreement).

Unpaid Parental Leave

Employees (including a de facto or same sex partner, or single person) who are expecting a child or adopting a child are eligible for 52 weeks of unpaid parental leave if they are:

- Permanent full-time or part-time with at least 12 months service prior to the expected date of birth or adoption placement, or
- Casual with 12 months regular and systemic service who have a reasonable expectation of continuing regular and systematic work.

After birth or adoption, the parent with responsibility for the care of the child is entitled to unpaid parental leave. Employees who are pregnant may commence leave up to six weeks before the expected date.

Employees may request to extend their leave by a further 12 months (for a total of 24 months maximum), to be submitted in writing at least four weeks before the end of the original 12 months unpaid parental leave.

The Club will respond in writing within 21 days and may refuse only on reasonable Club grounds. The written response will include details if the request is refused.

Types of Parental Leave

Available Parental Leave types at the Club include:

- Parental Leave
- Concurrent Leave
- Special Maternity Leave

Parental Leave

If you are the primary caregiver of your child, you can access up to 52 weeks of Parental Leave. Parental leave is unpaid except in the instances where an

employee is eligible for Parental Leave Pay in line with legislation. Parental Leave with Pay is described in full in the following section.

Concurrent Leave

Concurrent Leave is where the parents of the child can take up to 3 weeks parental leave at the same time. This applies if both parents are employees who plan to take parental leave.

Concurrent leave must:

- Start immediately after the date of birth of adoption of the child; and
- End a maximum of 3 weeks later.

Special Maternity Leave

Unpaid Special Maternity Leave is available to pregnant female employees in the case of pregnancy-related illness or if the pregnancy ends within 28 weeks of the expected date of birth. The duration of this leave should be agreed with the Club as soon as is practically possible, and any unpaid Special Maternity leave will reduce the amount of Maternity Leave you are entitled to take by the same amount.

Parental Leave Pay

Available Parental Leave Pay types at the Club include:

- Primary Caregiver Pay;
- Dad and Partner Pay.

Please note that the Club will only make payments in line with these two types of Parental Leave Pay. Where relevant, Parental Leave Pay will be paid in line with the Club's standard pay cycles.

Primary Caregiver Pay

In line with legislation, eligible employees who are the primary caregiver may be entitled to 18 weeks paid leave, paid at the minimum wage. Please note that a child's primary caregiver is the person who is most meeting the child's physical needs. This will usually be the birth mother of a newborn child or the initial primary caregiver of an adopted child, even if your child is in hospital.

This leave is not in addition to the 52 weeks parental leave mentioned above. Any periods of unpaid and paid Parental leave must not exceed 52 weeks in total.

Employees may take subsequent periods of paid Parental Leave, however, in order to be eligible for this, you must return to work and complete a minimum of 12 months continuous service following your return from any previous paid Parental Leave.

Dad and Partner Pay

If your partner is the primary caregiver of your child, you may be entitled to 2 weeks of Government funded paid Dad and Partner Pay whilst on Concurrent

Leave. It is your responsibility to check your entitlement to this payment with the Department of Human Services.

Parental Leave for Partners

Generally, only the parent with responsibility for the care and welfare of the child is entitled to take unpaid parental leave. However, up to three weeks unpaid parental leave may be taken at the same time by both members of an employee couple, with the period of concurrent leave starting on the day of the birth (unless the supervisor agrees to other arrangements).

Applying for leave

An employee wishing to take unpaid parental leave must provide written notice at least 10 weeks before starting the leave (or as soon as is practicable) including the intended leave start and end dates.

Leave dates or any changes of dates must be confirmed at least four weeks before the leave starts. The supervisor will confirm the leave and any affected entitlements such as continuous service in writing.

Adoption

Because the Club recognises that the timing of placement for an adopted child may be uncertain, employees should keep their supervisor informed of any changes to the likely placement date and commencement of leave.

Other Paid leave

Annual leave

If the employee has paid annual leave available, he or she may, in agreement with the supervisor, take some or all of that leave at the same time as the unpaid parental leave.

Time off for antenatal appointments, adoption interviews or examinations

Personal leave may be available for attendance at medical appointments. Appointment times and the availability of leave should be discussed with the supervisor.

An employee may take up to two days unpaid pre- adoption leave. Employees must provide notice of the leave including expected leave period as soon as practicable (which may be after the leave has started).

If an employee requires more than two days pre-adoption leave, they should discuss their requirements with their supervisor.

Leave for pregnancy related illness

If an employee is ill during her pregnancy, she may access her ordinary sick leave entitlements, including any accrued leave.

If an employee experiences extended illness due to pregnancy, she can access unpaid 'special maternity leave' for the period her treating doctor certifies is

necessary. Special maternity leave is included in the 52 weeks available unpaid parental leave period.

The employee must make a special maternity leave application as soon as practicable which details the period of leave required. The supervisor may request a medical certificate and if so, this must be provided by the employee.

Loss of a Child while Pregnant

If the pregnancy ends within 28 weeks before the due date without a live birth, the employee may take unpaid 'special maternity leave' for the period her treating doctor certifies is necessary. Unpaid parental leave is not available in this situation, instead special maternity leave applies.

The employee must make a special maternity leave application as soon as practicable, specifying the expected leave period and providing a medical certificate, if this is requested by the supervisor.

The Club will be sensitive to the personal issues associated with this type of leave.

During Parental Leave

Even though the employee is on leave, they will continue to be protected against discrimination as an employee. Refer to the Club's 'Equal Employment Opportunity Policy'.

The Club respects that some employees do not want any contact while on leave, and others do. The supervisor should discuss with the employee what sort of communication the employee would like while on leave and record this agreement.

While an employee is on unpaid parental leave, the Club will ensure that the employee is considered and kept informed of significant changes that may occur in the Club.

Where a decision will have a significant effect on the status, pay or location of the pre-parental leave position, the Club will take all reasonable steps to inform the employee and discuss the effect of the decision. During any restructures, employees on parental leave will be treated no less favourably than other employees and will be kept informed of the process.

If an employee has applied for less than 52 weeks unpaid parental leave, they can extend the period of leave once to take the total leave up to a maximum of 52 weeks. The employee must give at least four weeks' notice prior to the end date of the original leave period. A period of unpaid parental leave may be reduced by agreement between the Club and the employee.

An employee can resign while on parental leave but they must give the required notice of resignation as set out in your Confirmation of Employment correspondence.

Employees should not undertake any activity during leave which is inconsistent with the employment contract, including other employment and they should remain responsible for the care of the child.

The employee's position may be filled on a temporary basis while they are on leave. The Club will notify the replacement employee that their employment in this role is temporary and that the pregnant employee has the right to return to the position.

Time in Lieu Policy

The Club may grant time in lieu to an employee who is required to work outside their normal hours. Time worked towards time in lieu must be approved in advance unless exceptional circumstances exist; in which case the Club will consider granting approval after the time is worked.

Leave without Pay Policy

Management has the discretion to approve leave without pay that an employee is not otherwise entitled to.

Jury Duty Policy

An employee is entitled to paid leave for jury duty in accordance with legislation. An employee on jury service should supply the official request to attend, the details of attendance and the amount the court has paid them. The Club will reimburse the employee the difference between this amount and their base salary. If an employee is absent because of jury service of more than 10 days in total, the employer is only required to pay the employee for the first ten days of absence.

Emergency Services Leave Policy

If an employee needs to take temporary absence from work because of voluntary emergency management activities (for example, as a volunteer dealing with an emergency or natural disaster as a member of SES, CFA or Army Reserve) then they should ask management for leave as soon as possible after they become aware of the need to take leave.

The Club will support such activities wherever possible, as an important community service.

The Club may require evidence of these activities at its discretion.

Performance Management Policy

Policy

The purpose of performance management is to improve employment performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give feedback to the board/committee or management on performance.

All employees will undergo a formal performance review with their supervisor annually.

Procedure

1. The supervisor and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The supervisor and employee will meet and openly and constructively discuss performance over the period.
3. The supervisor and the employee will agree any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

Performance Improvement Policy

Policy

Where warranted the Club will use improvement processes to improve employment performance. Should such improvement processes be unsuccessful in improving an employee's performance, the Club may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

The Club requires a minimum standard of conduct and performance which will be made clear to employees in performance appraisals. If an employee does not meet this standard, the Club will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches Club policy or procedure, or engages in misconduct, the Club may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. The Club will give an employee the opportunity to defend themselves before management takes further action.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their supervisor. The Club will only refuse such requests on reasonable Club grounds.

Procedure

1. The Club will advise the employee of any shortfall in their performance, and give them an opportunity to respond.

2. Once they respond, the supervisor will consider their response and decide if performance improvement action should be taken. The Club will provide support such as training where appropriate.
3. If the employee is given a verbal warning, the supervisor should make a note of it, date it and sign it.
4. The supervisor will advise the employee in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency they should use specific examples, and refer to the correct policy or procedure.
5. The supervisor will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.
6. The supervisor will decide if more action is needed.
7. If a written warning is to follow, the supervisor is to:
 - a. document it and give the employee a copy
 - b. give the employee the opportunity (and their support person the opportunity) to sign the warning
 - c. keep a copy on file
8. The warning must clearly define:
 - a. the deficiency
 - b. a clear explanation of the expected standard
 - c. by when the employee needs to achieve it
 - d. how the Club will help the employee achieve the improvement required
 - e. consequences of failing to improve
9. The supervisor concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions, and put a copy on the employee's personnel file. This should include date, location and time of discussion.
10. They will continue to support the employee and note the support they give, for example, training or counselling.
11. If the employee's performance or conduct doesn't improve, the supervisor will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms the Club will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.

Note: some circumstances justify going straight to a second or final warning.

Gross or Serious Misconduct Policy

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

Procedure

1. The supervisor is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The supervisor should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The supervisor should also have a witness present. The supervisor shall give genuine consideration to the employee's response and circumstances.
3. If still appropriate, following a thorough investigation, the supervisor can terminate/dismiss the employee.
4. The supervisor should keep a file of all evidence collected and action taken in these circumstances.
5. The Club will send the employee a letter of dismissal noting brief details.

Grievance Complaints Policy

Policy

The Club supports the right of every employee to lodge a grievance with their supervisor if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, the Club will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it until it is resolved.

The Club will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior supervisor for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

Intellectual Property & Security Policy

All intellectual property developed by employees during their employment with the Club, including discoveries or inventions made in the performance of their duties related in any way to the Club, will remain the property of the Club.

Employees may be given access to confidential information, data, Club property, keys to premises or any other Club related property/information in the performance of their duties. This must be protected and used only in the interests of the Club.

Employees must not:

- Disclose or use any part of any confidential information outside of the performance of their duties and in the interests of the Club, or
- Authorise or be involved in the improper use or disclosure of confidential information; during or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to the Club and related bodies, Members or Clubs, which is not in the public domain.

Employees must act in good faith towards the Club and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and the Club may also pursue monetary damages or other remedies.

Environmental Best Practice Policy

Policy

The Club will comply with all local, state and federal laws and regulations on:

- Disposing of hazardous waste (including EPA's list of prescribed industrial waste), trade waste (i.e. waste added to the sewer) and waste water
- Safe handling, storage and transport of hazardous waste and dangerous goods
- Noise
- Land use, and
- Air pollution and carbon emissions.

Procedure

The Club will set targets each year to increase energy and water efficiency, and seek opportunities for reducing and recycling waste. To do this, we will:

General

- Investigate ways to reduce consumption or recycle waste

- Publish monthly energy and water use on the staff notice board including savings made, and report on greenhouse gas emissions
- Give preference to maintenance and other contractors using green products.

Energy

- Buy electrical and lighting systems rated as energy efficient
- Use accredited GreenPower, either in part or whole.

Water

- Buy appliances rated as water efficient
- Buy plumbing devices (e.g. taps) with built-in flow restrictors in kitchen and washing up areas, or add these to existing fittings.

FOR STAFF AND MEMBERS

Code of Conduct Policy

Purpose

This policy affirms the Club's belief in responsible social and ethical behaviour from all members and employees. This policy clarifies the standards of behaviour that the Club expects.

Principles

Our members and employees are the 'face' of our Club and contribute to the success of our Club. The Club is dedicated to ensuring that all members/employees are not deprived of their basic human rights.

Both members and employees have an obligation to the Club and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical Club practices undermine member and employee trust.

Policy

Our Code of Conduct policy applies to all Club members and employees and provides the framework of principles for conducting Club business, dealing with other employees, members and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism;
- Be responsible and scrupulous in the proper use of Club information, funds, equipment and facilities;
- Be considerate and respectful of the environment and others;
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, members and suppliers;
- Avoid apparent conflict of interests, promptly disclosing to your supervisor, any interest which may constitute a conflict of interest;
- Promote the interests of the Club;
- Perform duties with skill, honesty, care and diligence;
- Abide by policies, procedures and lawful directions that relate to your employment with and/or our members;
- Avoid the perception that any Club transaction may be influenced by offering or accepting gifts;
- Under no circumstances should members or employees offer or accept money, favours or preferential treatment in relation to the management or conduct of GGC activities, while representing the club or the clubs' interests;
- Any member or employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

The Club expects co-operation from all members and employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any member/employee in breach of this policy may be subject to disciplinary action, including dismissal.

Should any member/employee have doubts about any aspect of the Code of Conduct, they must seek clarification from either a GGC Committee Member or their work supervisor.

This policy will be regularly reviewed and any necessary changes will be implemented.

Child Management and Protection Policy

As an integral part of the local community, and in ensuring we provide opportunities for our youth to enjoy and grow in golf, the Gerringong Golf Club fully supports Golf Australia's commitment to Child Protection in accordance with [Part 2](#) of the Golf Australia Member Protection Policy.

For clarity, the Code Of Conduct for 'Authorised Persons' in dealing with children includes:

- any adult in Golf,
- any children in golf who are in a position of providing guidance and advice (authority) to other children or adults.

The Golf Club's commitment to this policy includes:

- the safety and wellbeing of all Children who access any Golf facilities, activities, programs, events or services
- providing Children with positive and nurturing experiences
- using their best endeavours to support families and communities to promote Children's healthy development and wellbeing
- ensuring that Children are protected and not exploited, abused or harmed during their involvement with any Golf activities, programs, events or services
- listening to Children and address any concerns that they raise
- asking for consent from Children, Young People and their parents/carers before seeking out or providing information about them to any other individuals or organisation. Golf Entities may not, however, ask for consent to disclose information to police, regulatory authorities or relevant statutory child protection agencies if they have concerns about the safety and wellbeing of a specific Child
- supporting parents and carers to protect their Children
- to communicate honestly and openly with parents and carers about the wellbeing and safety of their Children

- promoting and distributing information about this Statement to Children and parents/carers as part of an introduction to Golf facilities, activities, services and programs, and
- being transparent in decision-making with parents and carers as long as doing so does not compromise the safety of Children or breach any confidentiality obligations.

While this policy relates to all members, staff will likely be liaising with children, parents/care givers and schools on a regular basis. For these staff it is recommended that they fully read and employ the guidance in the Golf Australia Children Protection Commitment Statement found at the above link.

Junior Participation in Competition Golf

To continue to grow and support Gerringong Golf Club junior golfer development, the club has reviewed guidance on junior participation in open golf competitions. An additional opportunity is now available for golfers under 12 years of age.

Currently, to play in an open golf competition at Gerringong Golf Club, a player must be at least 12 years of age and attending secondary school education.

The new policy now enables a junior under 12 years of age, the opportunity to play in an open competition under the following conditions:

1. They can only play in a weekday competition.
2. They are accompanied by a parent or guardian who:
 - a. is a member of a golf club,
 - b. is familiar with the rules of golf,
 - c. must ensure compliance with those rules and course etiquette,
 - d. must assist with scoring of the junior and their playing partners, including marking of cards; and
 - e. must not be playing in the competition.
3. They are pre-booked in the competition with a group that has been made aware of the age of the junior golfer and has agreed to play in that group.

Conflict of Interest (Members & Employees) Policy

Policy

Conflict of interest arises whenever the personal, professional or business interests of a member/employee are potentially at odds with the best interests of the Club.

All members/employees are required to act in good faith towards the Club. Members/employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of the Club.

As individuals, members/employees may have private interests that from time to time conflict, or appear to conflict, with their employment with the Club. Members/employees should aim to avoid being put in a situation where there may be a conflict between the interests of the Club and their own personal or

professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of the Club will be balanced against the interests of the member/employee and, unless exceptional circumstances exist, resolved in favour of the Club.

It is impossible to define all potential areas of conflict of interest. If a member/employee is in doubt if a conflict exists, they should raise the matter with their supervisor or a Committee Member.

Procedure

Members/employees must:

- Declare any potential, actual or perceived conflicts of interest that exist on becoming a member/employed by the Club to the board/committee or management
- Declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by the Club to the board/committee or management or
- Avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible.

If a member/employee declares such an interest, the Club will review the potential areas of conflict with the member/employee and mutually agree on practical arrangements to resolve the situation.

Members/employees must disclose any other employment that might cause a conflict of interest with the Club to their supervisor. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at the Club. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Members/employees must not set up or engage in private business or undertake other employment in direct or indirect competition with the Club using knowledge and/or materials gained during the course of employment with the Club.

Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with the Club, in a timely manner, may result in performance improvement proceedings including dismissal.

Private/Personal Use of Social Media Policy

Procedure

The Club acknowledges its members, employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and Club or social networking sites not operated by the Club. However, inappropriate behaviour on such sites has the potential to cause damage to the

Club, as well as its Members, Other Customers, Employees, Club partners and/or suppliers.

All members, employees, contractors and sub-contractors must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- Is intended to (or could possibly) cause insult, offence, intimidation or humiliation to the Club and its Members, Other Customers, Employees, Club partners and/or suppliers;
- Is defamatory or could adversely affect the image, reputation, viability or profitability of the Club and its Members, Other Customers, Employees, Club partners and/or suppliers; and/or
- Contains any form of Confidential Information relating to the Club and its Members, Other Customers, Employees, Club partners and/or suppliers.

All members, employees, contractors and sub-contractors of the Club must comply with this policy. Breach of this policy will be treated as a serious matter and may result in disciplinary action including, periodic bans, dismissal/loss of membership, cessation of employment or (for contractors and sub-contractors) the dismissal or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of the Club's computer network.

For the purposes of this policy, the following definitions apply:

- Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or Club networking sites (i.e. Facebook, LinkedIn), video and/or photo sharing websites (i.e. YouTube, Flickr), Club/corporate and personal blogs, micro-blogs (ie Twitter), chat rooms and forums and/or Social Media.

Work Health & Safety Policy

Policy

The Club will provide a safe work environment for the health, safety and welfare of our members, employees, contractors, visitors and members of the public who may be affected by our work.

To do this, the Club will:

- Develop and maintain safe systems of work, and a safe working environment

- Consult with members, employees and health and safety representatives on safety
- Provide protective clothing and equipment, and enforce its use
- Provide information and training for employees
- Assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- Remove unacceptable risks to safety, and
- Provide employees and contractors with adequate facilities (such as clean toilets, drinking water, and hygienic eating areas).

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- Identifying practices and conditions that could injure members, employees, contractors, visitors and members of the public or the environment
- Controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their supervisor
- Making sure workers use personal protective equipment (PPE) and training workers to use PPE correctly, and
- Making sure PPE is maintained and working properly.

The Club demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

Incident Reporting

All incidents must be reported immediately, where necessary, to Emergency Services (000) and/or the Pro Shop on 42343333 to ensure initial First Aid can be administered.

First Aid kits are kept in the Club House and in the Greenkeepers Shed, and an AED defibrillator can be found in the Pro Shop

In the case of a Medical Emergency

If there is an injury:

1. The first priority is medical attention. The injured member/worker or nearest colleague should contact Emergency Services on 000, for minor injuries please call the Pro Shop on 42343333.
2. Any member/employee who experiences a safety incident or a near miss, must provide a report of the incident to the Pro Shop and/or their Supervisor.
3. The Club must complete a report in a Register of Injuries, Incidents and Near Misses. The book can be found in the Pro Shop. This standard report must include:
 - a. The member's/employee's name (and job details)

- b. time and date of injury
 - c. exact location the injury/incident occurred
 - d. how the injury/incident happened
 - e. details of the injury/illness and the part/s of the body injured
 - f. names of any witnesses
 - g. name of the person entering details in the Register
 - h. date the Club/employer was notified
4. The Club will let the injured member/employee know in writing that they have received notification of any injury or illness reported in the Register.

The supervisor must report serious injuries to Gerringong Golf Club President immediately.

Emergency Planning and Response

The Gerringong Club maintains policies for the protection all staff, contractors and visitors in the event of a fire or other emergency. Key personnel are appointed responsibilities in the event of an emergency and are trained to respond in an emergency. Potential emergency situations may include fires, vehicle accidents, bomb threats or chemical spills.

Fire Prevention

Good housekeeping in your work area will contribute to reducing the risk of fire by removing waste materials on a regular basis; having flammable materials stored and handled in a safe manner that reduces the risk of fire and by using appropriate warning signs for specific work areas.

Fire Blankets

Fire blankets are provided in the Club House and the Greenkeeper's Shed.

Fire Extinguishers

Fire extinguishers should only be used if you have been trained and deemed competent in their use whilst working at the Club. The Fire Extinguishers can be found in the Cart Shed, Club House and Greenkeepers Shed.

Manual Handling Policy

It is the Club's policy to provide all volunteers, employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks. All members and employees must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help

Smoking Policy

The Club has a non-smoking policy. Smoking is not permitted inside any Club structures.

If an employee needs to take a break to do so in their allotted breaks (no more than two times per day in addition to their lunch break). These breaks must be limited to 5 minutes from leaving their work area to recommencing work. These

breaks must be 5 metres away from any club structure. Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.

Workers' Compensation Policy

All employees/volunteers may be eligible for workers' compensation benefits if injured while at work.

Workplace Surveillance Policy

Video surveillance is utilised by the Club 24 hours a day, primarily as security against theft, vandalism or unauthorised intrusion. The Club is therefore bound by Federal and State legislation pertaining to Workplace Surveillance and Privacy.

Under this legislation, this policy constitutes notice given to all members and employees of the existence of the Surveillance Equipment and ensures that all employees are aware of their rights and obligations in relation to workplace surveillance. Video Surveillance is a valuable resource that can:

- Deter anti-social behaviour and crime at, or near the Club,
- Help management monitor patron behaviour or unlawful employee behaviour, and
- Facilitate investigation and resolution of incidents

Video Surveillance is utilised throughout the Club and Pro Shop area with recordings able to be retrieved at a later date or kept for legal and evidentiary purposes. Cameras used for the surveillance are clearly visible in the place where the surveillance is taking place.

Accessing the video surveillance systems to view footage will not be done:

- without justifiable cause,
- without Gerringong Golf Club Committee approval, or
- due to legal requirement

Member Induction Summary

Members must adhere to the policies in this Induction Manual. All pertinent Member related policies contained in this document are listed below. These Club policies form a part of your membership requirements and are provided for (amongst others) your awareness, and safety.

Please ensure you have read and understand the policies below. Actions contrary to this guidance may result in formal/final warnings or dismissal from the club.

1. Code of Conduct Policy
2. Child Management and Protection Policy
3. Conflict of Interest Policy (Members and Employees) Policy
4. Private/Personal Use of Social Media Policy
5. Work Health and Safety Policy
6. Workplace Surveillance Policy

Staff Policies & Declaration

You must read all the pertinent Staff related policies contained in this document (listed below). Club policies form a part of your employment terms and must be read to ensure you are fully aware of your responsibilities as an employee.

Please read and tick off each of these policies to indicate you have read and understood your requirements. Once this is completed, please provide this signed form to the Pro Shop:

- | | |
|--|--------------------------|
| 1. Employment Policy | <input type="checkbox"/> |
| 2. Club Environment Policy | <input type="checkbox"/> |
| 3. Workplace Dress Code Policy | <input type="checkbox"/> |
| 4. IT, Internet, Email and Social Media Policies | <input type="checkbox"/> |
| 5. Recruitment Policy | <input type="checkbox"/> |
| 6. Induction Policy | <input type="checkbox"/> |
| 7. Training & Development Policy | <input type="checkbox"/> |
| 8. Probation Policy | <input type="checkbox"/> |
| 9. Alcohol and Drugs Policy | <input type="checkbox"/> |
| 10.EEO and Anti-Bullying Policy | <input type="checkbox"/> |
| 11.Pregnancy at Work Policy | <input type="checkbox"/> |
| 12.Flexible Work Arrangements Policy | <input type="checkbox"/> |
| 13.Leave Policy | <input type="checkbox"/> |
| 14.Performance Management Policy | <input type="checkbox"/> |
| 15.Performance Improvement Policy | <input type="checkbox"/> |
| 16.Gross & Serious Misconduct Policy | <input type="checkbox"/> |
| 17.Grievance and Complaint Policy | <input type="checkbox"/> |
| 18.Intellectual Property & Security Policy | <input type="checkbox"/> |
| 19.Environmental Best Practice Policy | <input type="checkbox"/> |

- 20.Code of Conduct Policy
- 21.Child Management and Protection Policy
- 22.Conflict of Interest Policy (Members and Employees) Policy
- 23.Private/Personal Use of Social Media Policy
- 24.Work Health and Safety Policy
- 25.Workplace Surveillance Policy

Employee Declaration:

I have read and understand the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Employees Name:	
Employees Signature:	
Date:	

Policy and Legislation Reference Links

[The Associations Incorporation Act \(2009\)](#)

[The Associations Incorporation Regulation \(2022\)](#)

[The Gaming and Liquor Administration Act \(NSW\) 2007 No 91](#)

[Surveillance Devices Act \(NSW\) 2007 No 64](#)

[The Privacy Act 1988 No 119](#)

[Golf Australia](#)

[Golf NSW](#)

[The Gerringong Golf Club Constitution](#)

<http://www.fairwork.gov.au/>

<http://www.fairwork.gov.au/Employee-entitlements/national-employment-standards>

<http://www.safeworkaustralia.gov.au/sites/SWA>

<http://www.business.gov.au/business-topics/employing-people/Pages/equal-employment-opportunity-and-anti-discrimination.aspx>

<http://www.humanservices.gov.au/customer/services/centrelink/parental-leave-pay>