

# KIAMA GOLF CLUB CODE OF CONDUCT

## GOLFING and SOCIAL MEMBERS, GUESTS AND VISITORS

### 1. Introduction

Access to the club is a privilege that carries with it rights and responsibilities. By entering the club premises, you are deemed to have accepted and agreed to abide by this Code of Conduct and the Constitution and By-laws of Kiama Golf Club. If you do not wish to accept these terms, you must leave the club immediately. This Code is actively monitored to ensure that everyone enjoys a safe, respectful, and enjoyable environment whilst on the club premises or the golf course.

### 2. Guiding Principles

- **Respect and Dignity:**  
Treat every individual—members, guests, visitors, and staff—with fairness, dignity, and respect.
- **Positive Contribution:**  
Behave in a manner that upholds the Club's reputation and contributes to a safe and enjoyable atmosphere for all.
- **Inclusivity:**  
Foster a friendly, constructive, and inclusive environment without any form of discrimination.
- **Familiarity with Club Policies:**  
Be aware of and comply with all Club policies, procedures, by-laws, and WHS safety practices.

### 3. Expected Conduct

Every person on Club property agrees to:

- **Courtesy and Respect:**
  - Treat everyone with dignity and show equal respect to all individuals, including staff.
  - Use language that is respectful, avoiding foul, abusive or argumentative language.

- **Responsible Behaviour:**

- Avoid behaviours that could bring the Club into disrepute.
- Exercise control and moderation with regards to alcohol - exceeding legal limits or becoming intoxicated is not permitted.

- **Consideration of Others:**

- When using mobile phones, do so considerately so as not to disturb others.
- Treat Club property with care and adhere to the established Dress Rule.

#### **4. Prohibited Behaviours**

The following behaviours are strictly unacceptable:

- **Discrimination and Harassment:**

- Any act of discrimination, vilification, humiliation, harassment (including sexual), or intimidation is not tolerated.

- **Language and Conduct:**

- The use of abusive, foul, or offensive language will lead to a request to cease the behaviour or to leave the premises.

- **Substance Misuse:**

- Consumption of excessive alcohol, behaviour resulting in intoxication, and the use or possession of illegal substances will result in immediate disciplinary measures.

- **Smoking:**

- Smoking or the use of e-cigarettes is restricted to designated areas only.

- **Abuse and Vilification:**

- Any act of abuse or vilification of the Club, its management, board, or employees (including volunteers) is strictly prohibited—whether communicated verbally, in writing, electronically, or by any other means. Such behaviour, which tarnishes the reputation of the Club and its leadership, may result in disciplinary action.

## **5. Respect for Club Property and Staff**

- **Club Property and Appearance:**

- Treat Club property with respect and observe the designated Dress Rule.

- **Interaction with Staff:**

- Always treat staff fairly and with respect. No person—member, guest, or visitor—has the right to direct how staff perform their duties.
- Any dissatisfaction with service or other issues must be reported to the appropriate supervisor or Manager; all reasonable directions from Club management must be followed.

## **6. Compliance and Representation**

- **Observance of Club Rules:**

- Ensure you are familiar with and follow all Club policies, procedures, and by-laws while on the premises.
- Your conduct should always promote the good name of the Club.

- **Representation:**

- Only those officially authorised should represent the Club, and no individual should present themselves as an official Club representative without proper approval.

## **7. Disciplinary Process**

Any breach of this Code of Conduct will be met with strict measures in order to maintain a respectful and safe environment. Disciplinary actions may include:

- Refusal of further entry,
- A verbal or written warning,
- Withdrawal of certain Club privileges, or
- Suspension/termination of membership.

All actions will be carried out in accordance with Club rules and with natural justice being fully observed



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## 8. Reporting Process

Reports regarding a breach of this Code of Conduct or any unacceptable behaviour can be made by any individual—whether a staff member, golfing member, social member, visiting guest, or member of the public. When a report is received:

- **Investigation:**

Club Management or the Board will assess the severity of the breach.

- **Grading of Breaches:**

Infractions will be graded based on the type of behaviour. This includes (but is not limited to):

- o Ill-mannered behaviour,
- o Actions that bring the Club into disrepute,
- o Theft or misuse of Club property,
- o Verbal abuse or threatening behaviour,
- o Misuse of alcohol or drugs, and

Assault or any form of harassment (sexual, verbal, or physical).

Appropriate action will be taken based on the findings to ensure that the Club remains a safe and welcoming environment for all.

## Conclusion

Your adherence to this Code of Conduct is essential in maintaining the high standards and welcoming nature of our Club. By joining us on the premises, you agree to conduct yourself in a way that embodies respect, responsibility, and integrity. Together, we sustain an environment where every member, guest, and visitor can enjoy the amenities in a safe, respectful, and enjoyable manner.