



## CLUB POLICY: HARASSMENT & BULLYING

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Date written:	25 <sup>th</sup> January 2010
Authorised by:	Secretary Manager
Review Date:	1 <sup>st</sup> January 2011

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### **Policy**

Peregian Springs Golf Club is committed to ensuring a healthy and safe environment for members, guests and staff - that is free from harassment and bullying.

<b>Harassment and bullying is unacceptable and will not be tolerated under any circumstances.</b>
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### **Definition of Harassment**

Detailed below are examples of behaviours that may be regarded as harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list – however, it does outline some of the more common types of harassing behaviours.

Examples include:

- ◆ abusing a person loudly, usually when others are present;
- ◆ repeated threats for no reason;
- ◆ constant ridicule and being put down;
- ◆ leaving offensive messages by post, on email or the telephone;
- ◆ maliciously excluding and isolating a person from club activities;
- ◆ persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
- ◆ humiliating a person through gestures, sarcasm, criticism and insults, often in front of members, guests or staff;
- ◆ spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

A person is subjected to 'harassment' if the person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, by a person, including the person's co-member(s) employer or club staff member that –

- ◆ is unwelcome and unsolicited; and
- ◆ the person considers to be offensive, intimidating, humiliating or threatening; and
- ◆ a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

'Harassment' does not include reasonable club management action taken in a reasonable way by the management in connection with the person's membership.

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### **Actions that are not harassment**

Legitimate and reasonable management actions, such as actions taken to discipline, suspend or expel a member (in keeping with the Rules of the Club) are not considered to be harassment, provided these actions are conducted in a reasonable way.

### **Effects of harassment on people and the business**

Harassment has detrimental effects on people and the Club. It can create an unsafe Club environment; result in a loss of valued members, the breakdown of teams and individual relationships, and reduced amenity and efficiency. People who are harassed can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and self-confidence.

### **Club strategies to eliminate harassment**

Peregian Springs Golf Club is taking the following actions to prevent and control exposure to the risk of harassment:

- ◆ Providing all staff with workplace harassment awareness training;
- ◆ Introduce a complaint handling system and informed all members on how to make a complaint, the support systems available, options for resolving grievances and the appeals process;
- ◆ Regular review of the harassment policy, complaint handling system and training.

### **Responsibilities of Members**

Peregian Springs Golf Club requires all members to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of harassment to the Secretary Manager.

Managers and staff must also ensure that members are not exposed to harassment. Management is required to personally demonstrate appropriate behaviour, promote the harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

### **Where members can go for assistance**

A member who is being harassed can contact the Secretary Manager on 07 5471 5471 for information and assistance in the management and resolution of a harassment complaint.

### **Commitment to promptly investigate complaints**

Peregian Springs Golf Club is preparing a complaint handling system which includes procedures for reporting, investigating, resolving and appealing workplace complaints. Any reports of harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to harassment will not be victimised.



### **Consequences of breach of policy**

Disciplinary action will be taken against a person who harasses a member or who victimises a person who has made or is a witness to a complaint. Such harassment will be deemed conduct unbecoming of a Member and / or prejudicial to the interests of the Club. Disciplinary action may include:

1. prohibiting the member from using all or some of the Golf Course, the Clubhouse and other facilities of the Club, either indefinitely or for a specified period; and/or
2. ceasing to recognise or accept the nominee for membership of any shareholder or option holder of Peregian Springs Golf Club

Conversely, complaints of alleged harassment found to be malicious, frivolous or vexatious may also make the complainant liable for disciplinary action.

### **Review of policy**

This policy and the actions outlined above will be reviewed by the above date, unless required earlier because of changes to the risk profile of the Club or relevant legislation. If necessary, further changes and actions may be introduced to ensure that harassment is prevented and controlled.

### **References**

Human Rights and Equal Opportunity Commission Act 1986

Age Discrimination Act 2004

Disability Discrimination Act 1992

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Anti-Discrimination Act 1991

Prevention of Workplace Harassment Code of Practice 2004