



# **Gerringong Golf Club Member Induction Manual**

## **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.

## **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.

# 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 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

For further governance documentation or more information about the club, please visit <https://www.gerringonggolf.com.au>