

YARRAWONGA MULWALA GOLF CLUB RESORT

Name of Policy: Code of Conduct

STATEMENT: Yarrowonga Mulwala Golf Club Resort is committed to ensuring members and guests have an enjoyable experience when playing golf at YMGCR.

OVERVIEW: (Pursuant to the YMGCR Constitution Disciplinary Proceedings 69 – 81)

It is expected that the members, guests, and visitors of the Yarrowonga Mulwala Golf Club Resort (YMGCR) will always act in a courteous manner to all other people with whom they play or come into contact while at the club.

It is further expected that members, guests, and visitors will be appropriately attired. If carts are being used it is expected that the rules applying to carts will be complied with. It is also expected that directions from the Club Professional or his/her representatives will be strictly adhered to.

Although these expectations will be foremost in the minds of most golfers, there will be an odd occasion when this Code of Conduct must be used.

POLICY: The purpose of this policy is to assist members to know and understand the standards of behavior expected whilst on our courses and practice facilities.

This to ensure that all members can enjoy the facilities provided by the Club in a safe and responsible manner.

Although the Code of Conduct applies to all members, visitors, and all social players, the Club Captain is only responsible for the actions of Club Members.

The C.E.O is responsible for Club Guests who breach the Code of Conduct and the Pro Shop for Green Fee players.

The Golf Committee will monitor compliance with this Policy.

DEFINITIONS:

YMGCR means Yarrowonga Mulwala Golf Club Resort

Board of Management means the elected directors of the Club

Club Captain means the person elected to hold that position

Club means the Yarrowonga Mulwala Golf Club Resort

Professional means the Head Professional or his staff who are on duty at the time

Breach means the breaking or failing to observe the Code of Conduct

PROCEDURE:

1. CODE OF CONDUCT

As a member, visitor or social player, a certain standard of behavior is expected that reflects the basic requirements of good sportsmanship, integrity, honesty, courtesy, and respect to be shown to all whilst playing golf or using the practice facilities at Yarrowonga Mulwala Golf Club Resort.

Without limiting the basic requirements of good sportsmanship, integrity, honesty, courtesy, and respect, matters of conduct likely to reflect unfavorably include but are not limited to:

- Failure to adhere to the rules and etiquette of the game of golf together with the Club's rules, regulations, and instructions.
- Use of threatening, abusive, profane, insulting language, or gestures to another person.
- Bad temper, club throwing in anger and dangerous manner, deliberate damage or abuse of golf equipment and Club property.
- Disregard for the course by not repairing divots, pitch marks on greens, or raking bunkers.
- Physical violence, threatening and/or intimidating behavior.
- Sexual harassment or racial vilification of any kind including any conduct, comment, gesture or contact that is likely to cause offence or humiliation with respect to gender, religion, race and colour.
- Non-adherence to authorized Pro Shop instructions and course signage.
- Theft
- Cheating.
- Non-compliance of alcohol regulations whilst on one of our courses or practice facilities.
- Unsportsmanlike conduct and unnecessary gamesmanship.
- Not complying with the rules of golf.

A member engaging in any behavior that may be detrimental to the game of golf is in breach of the Code of Conduct.

2. COMPLAINTS PROCEDURE

Complaints may be made by any person. All complaints formally received will be recorded in the **Golf Complaint Register**. Complaints for intermediate and major breaches must be in writing.

1. If the matter is a Minor Breach of the Code, the Club Captain or his/her representative shall consider whether to act on the complaint.
2. If the complaint requires action, the Club Captain will notify the Club Vice-Captain, and they will determine the appropriate action to take.
3. If the matter is Minor Breach of the Code, then the complaint will be dealt with by the Captain and Vice-Captain.
4. If the matter is an Intermediate or Serious breach of the Code, the Club Captain or his/her representative will carry out a preliminary investigation and gather all the facts of the complaint that are available within seven (7) working days.

This may include speaking to the accused person and getting a written report from that person. If the Club Captain or his/her representative is satisfied that a prima facie case is established the matter will then be referred to The Board of Directors.

The Club Captain or his/her representative will be responsible for keeping all parties involved informed about the complaints process.

3. GRADING OF BREACHES OF THE CODE

All breaches of the Code are to be graded from minor to serious. This is done with reference to the examples of Breach Grading (4).

The Club Captain and Vice-Captain are required to determine the grading of the offence. The grading allocated will determine the action to be taken and the potential penalty that may apply. Therefore, consistency of grading across offences is important and it is a requirement that records be kept, to support the grading process.

On some occasions, the Club Captain and Vice-Captain may not recommend a grading because of the seriousness of an incident and may automatically refer the charge directly to the Board of Management.

4. EXAMPLES OF BREACH GRADING

General examples of grading of complaints of conduct likely to bring the game into disrepute (this is not an exhaustive list)

Minor Breach of the Code

- Failure to comply with authorized instructions and signage.
- Improper treatment of equipment, including throwing clubs in anger and dangerous manner.
- Use of clubs other than within the intentions of the game e.g., damaging Club property with clubs etc.
- Ill-mannered behavior.
- Failure to rake bunkers.
- Failure to sand divots.
- Failure to repair pitch marks.
- Taking alcohol onto the course not purchased from YMGCR.
- Loud inappropriate language.
- Deliberately not complying with the Rules of Golf.
- Inappropriate use of a golf Cart.
- Inappropriate or offensive clothing.
- Abuse of Pro Shop or Ground Staff.

Intermediate Breach of the Code and/or Repeat Offender of a Minor Breach of the Code.

- Any repeated Minor Breach of the Code.
- Behavior bringing the club or game of golf into disrepute.
- Excessive or offensive bad language.
- Verbal abuse, threatening or intimidating behavior to another person.
- Breaking clubs.
- Minor Damage to the Course or Golfing Facilities.

Serious Breach of the Code

- Any serious misuse of alcohol or drugs on the course.
- Theft.
- Assault of a member, a Club employee (including a volunteer), a Club official, a player, a guest, or a member of the public.
- Racial vilification, sexual or verbal harassment.
- Cheating.

5. ACTION RESULTING FROM BREACH OF THE CODE

The action that can be taken because of a breach of the Club's Golf Code of Conduct is supported by the R & A's Rules of Golf 1.2a and 1.2b

R & A Rules of Golf

Rule 1.2b

Code of Conduct

The Committee may set its own standards of player conduct in a Code of Conduct adopted as a Local Rule.

- *The Code may include penalties for breach of its standards, such as a one-stroke penalty or the general penalty.*
- *The Committee may also disqualify a player for serious misconduct in failing to meet the Code's standards.*

Minor Breach of the Code

If there are no previous breaches, one of the following processes could be adopted:

1. The player/s given a 1 shot Penalty if the breach is identified during the competition.
2. The player/s given the General Penalty (Stroke Play – 2 Shots, Matchplay – Loss of Hole) if the breach is identified during the competition.
3. The Player/s disqualified from the competition if the breach is identified during that competition.
4. Verbal warning without a notice on file.
5. Verbal warning with a notice on file.
6. Written warning issued to the member.

Intermediate Breach of the Code and/or Serious Breach of the Code and/or Repeat Offender of a Minor Breach of the Code.

Any such instances will be referred directly to the Board of Management for resolution. In the interim period prior to the Board hearing, the CEO may invoke an interim suspension under the disciplinary powers afforded to him under Section 81A of the constitution.

Conclusion

This document is to ensure Breaches of the Code of Conduct are dealt with fairly and consistently. Incidents will be assessed and graded on the evidence supplied.

Although we do not have many disciplinary issues at Yarrawonga Mulwala Golf Club Resort, the Code of Conduct gives members a clear understanding of the ethical, social and behavioral standards expected of them whilst on our courses.

RELATED LEGISLATION: Nil

RELATED DOCUMENTS: YMGR constitution,

RELATED POLICIES: Bullying & Harassment Policy
