

## CODE OF CONDUCT

To ensure that risk management audit requirements are met, a copy or reference to this code will be required to be signed by all volunteers and workers performing duties on behalf of or for the organisation.

<b>Policy Title:</b>	<b>Code of Conduct</b>
<b>Policy Type</b>	<b>Volunteer Management, Risk Management</b>

### CONFIDENTIALITY

Each volunteer shall agree to maintain in confidence all proprietary information concerning the business of the organisation, which is not generally available to the public. All volunteers shall operate in accordance with the Privacy Act.

### CONDUCT

All volunteers are expected to maintain a high standard of conduct and personal presentation while working for the organisation, whilst representing or perceived to be representing the organisation, at home and away. Volunteers conduct or personal presentation must provide a positive image of the organisation that reflects the organisation's traditions, culture, purpose and mission.

### DRESS CODE

Clothing attire or the uniform provided is to be consistent with the role of the volunteer. Volunteer's personal presentation must portray a positive image of the organisation that reflects the organisation's traditions, culture, purpose and mission.

Team Managers for specific events or tours should use their discretion in order to ensure that these standards are maintained.

### GIFTS AND FAVOURS

Volunteers are not to offer or provide gifts, entertainment or benefit to other persons, companies or organisations without prior approval from the controlling body. Volunteers are not to accept gifts, entertainment or benefits over the value of \$50 from other persons, companies or organisations without prior approval, or declaration to the controlling body.

### USE OF AUTHORITY

Volunteers shall not use, or permit the use of their position, title or authority, to give an improper advantage to or advance private interest of another organisation, person or group of persons.

Volunteers are not authorised to sign any documents, agreements or correspondence committing the organisation to any financial or legal risks. (Authorisations are strictly controlled by the organisations controlling committee). Any queries in this regard should be directed to secretary of the organisation for approval by the committee. Volunteers will not be reimbursed for any claims for purchases not authorised by the organisation prior to purchase.

## **MEDIA**

The controlling body and its selected representatives will make all statements, press releases, or announcements to the media. Volunteers are to refer any questions, inquiries, or requests for statements to this controlling body. Unless designated by the controlling body, a volunteer shall not deal with the media.

## **CLIENT SERVICE**

Volunteers will perform their services to the best of their ability to maintain the professional image and presentation of the organisation for clients.

“Clients” will include the general public, patrons, colleagues (including paid staff, contractors and volunteers), committee representatives, members, sponsors, media, competing athletes and their support teams, and visiting VIP’s.

All clients will receive the highest standard of customer service irrespective of age, gender, race, marital status, disability, sexual preference or religion.

A high standard of Client Service includes:

1. Maintaining a friendly, polite, courteous and helpful approach at all times.
2. Always being respectful and considerate.
3. If unable to provide immediate assistance, you should be sufficiently knowledgeable to ensure the client receives the appropriate advice or assistance quickly.
4. If confronted with a disgruntled client who you are unable to appease (despite your best efforts), refer them to your immediate supervisor or a more experienced person.

If you are unsure of the accuracy of your information, don’t guess but ask your immediate supervisor or an appropriate volunteer with knowledge of the particular area of concern for assistance.

## MANAGEMENT COMMITTEE MEMBERS CODE OF CONDUCT

- A Management Committee member must act honestly, in good faith and in the best interests of the company as a whole.
- A Management Committee Member has a duty to use due care and diligence in fulfilling the functions of committee and exercising the powers attached to that position.
- A Management Committee Member must use the powers of office for a proper purpose, in the best interests of the organisation as a whole.
- A Management Committee Member must recognise that the primary responsibility is to the organisation members as a whole, but should, where appropriate, have regard for the interests of all stakeholders of the organisation.
- A Management Committee Member must not make improper use of information acquired as a Management Committee Member.
- A Management Committee Member must not take improper advantage of the position of Management Committee Member.
- A Management Committee Member must not allow personal interests, or the interests of any associated person, to conflict with the interests of the company.
- A Management Committee Member has an obligation to be independent in judgement and actions, and to take all reasonable steps to be satisfied as to the soundness of all decisions taken by the Management Committee Members.
- Confidential information received by a Management Committee Member in the course of the exercise of Management Committee duties remains the property of the organisation from which it was obtained and it is improper to disclose it, or allow it to be disclosed, unless that disclosure has been authorised by that company, or the person from whom the information is provided, or is required by law.
- A Management Committee Member should not engage in conduct likely to bring discredit upon the organisation.
- A Management Committee Member has an obligation, at all times, to comply with the spirit, as well as the letter, of the law and with principles of the Code.

## DECLARATION OF ACCEPTANCE

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature \_\_\_\_\_ / / \_\_\_\_\_

Witness Signature \_\_\_\_\_ / / \_\_\_\_\_

## COACHES CODES OF BEHAVIOUR

- Remember that young people participate for pleasure and winning is only part of the fun
- Never ridicule or yell at a young player for making a mistake or not coming first
- Be reasonable in your demands on players' time, energy and enthusiasm
- Operate within the rules and Spirit of Cricket and teach your players to do the same
- Ensure that the time players spend with you is a positive experience
- Avoid overplaying the talented players; all young players need and deserve equal time, attention and opportunities
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players
- Display control and respect to all those involved in Cricket. This includes opponents, coaches, umpires, administrators, parents and spectators. Encourage your players to do the same
- Show concern and caution toward sick and injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition
- Obtain appropriate qualifications and keep up to date with the latest Cricket coaching practices and principles of growth and development of young people
- Any physical contact with a young person should be appropriate to the situation and necessary for the player's skill development
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion

## DECLARATION OF ACCEPTANCE

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Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature

\_\_\_\_\_ / / \_\_\_\_\_

## OFFICIALS CODE OF BEHAVIOUR

- Modify rules and regulations to match the skill level and needs of young people.
- Compliment and encourage all participants.
- Be consistent, objective and courteous when making decisions.
- Condemn unsporting behaviour and promote respect for all opponents.
- Emphasise the spirit of the game rather than the errors.
- Encourage and promote rule changes which will make participation more enjoyable.
- Be a good sport yourself. Actions speak louder than words.
- Keep up to date with the latest trends in officiating and the principles of growth and development of young people.
- Remember, you set an example. Your behaviour and comments should be positive and supportive.
- Place the safety and welfare of the participants above all else.
- Treat all players fairly within the context of their sporting activities, regardless of who their parents, partner or spouses may be or how their actions may impact on you personally, politically or emotionally.
- Give all young people a 'fair go' regardless of their gender, ability, cultural background or religion

## DECLARATION OF ACCEPTANCE

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Signature

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_

## **PARENT/GUARDIAN – CODE OF BEHAVIOUR**

As a parent/guardian of a participant in any activity held by or under the auspices of the organisation, a member association or an affiliated club, you must meet the following requirements in regard to your conduct during any such activity or event.

- Remember that children participate in sport for their enjoyment, not yours.
- Encourage children to participate, do not force them.
- Focus on the child's efforts and performance rather than winning or losing.
- Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
- Support all efforts to remove verbal and physical abuse from sporting activities. Respect official's decisions and teach children to do likewise. Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion

**Understand the repercussions if you breach, or are aware of any breaches of this Code of Behaviour.**

## **DECLARATION OF ACCEPTANCE**

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature \_\_\_\_\_/\_\_\_\_/\_\_\_\_

## PLAYERS

- Play by the rules.
- Never argue with an official. If you disagree, have your Captain, Coach or Manager approach the official during a break or after the competition.
- Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviour in any sport.
- Work equally hard for yourself and/or your team. Your team's performance will benefit; so will you.
- Be a good sport. Applaud all good plays whether they are made by your team or the opposition.
- Treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
- Cooperate with your Captain, Coach, team mates and opponents. Without them there would be no competition.
- Participate for your own enjoyment and benefit, not just to please parents and Coaches.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

## DECLARATION OF ACCEPTANCE

I, \_\_\_\_\_

Declare that I have read and understood the Code of Conduct as outlined above, and agree to abide by its provisions during my service to the Club.

Signature \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_