



KINGBOROUGH PICKLEBALL CLUB

Structure, By-Laws, Policies and Procedures

Structure

Pickleball Australia Pickleball Tasmania Kingborough Pickleball Club

Officers of the Association (Rule 24)

Committee Members (to be updated post AGM)

Executive (Rule 31)

President: Robert Hartog

Vice President: Phil Exton

Secretary: Cheryl Gallienne

Treasurer: Mike Hodge

Public Officer: Megan Daley

General Committee:

- Anita Craven
- Ken Smith
- Anthony Pisano
- Adrian Mudge
- Ann Hines (Club Captain)

COMMITTEE DUTIES AND RESPONSIBILITIES

All Executive Committee members should possess a reasonable understanding of the KPC Constitution, By-Laws, Policies and procedures and assist with implementation and compliance.

All committee members should be aware of (Rule 29) Disclosure of Interests and disclose any direct or indirect pecuniary interests in any matter put before the committee at any meeting or discussion. Where an interest is affirmed, that members vote is not to be counted.

President

- Be familiar with the KPC Constitution, By-Laws, Policies and Procedures
- Provide leadership, oversee and coordinate the operation of the KPC
- Facilitate open communication and discussion in the KPC committee
- Ensure the KPC is abiding by the Constitution, By-Laws, Policies and Procedures and any relevant legislation
- Manage the interaction within the committee and between the committee and the members and members of the public
- Be aware of and direct the course of subcommittees
- Chair General Meetings, Special Meetings and AGMs
- Provide a friendly, inclusive and communicative front for the KPC

Vice President

- Be familiar with the duties of the President
- Provide support to the President and Committee members
- Undertake the duties of the President (in communication with the President when possible) when the President is absent

- Provide a friendly, inclusive and communicative front for the KPC

Secretary

- Organise notice of meetings in accordance with the Rules including assisting the Public Officer with notice of AGM's (Rule 15)
- Coordinate, produce and distribute meeting agendas

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- Take and distribute to committee members, in a timely manner, minutes of general meetings and AGMs
- Coordinate, produce and distribute action lists of matters outstanding and responsible persons
- Receive, send, distribute and retain correspondence/communications and records of the KPC
- Respond to incoming communications in conjunction with the committee.

Treasurer

- Be familiar with (Rules 7, 8, 9, 10, 11 and 12) of the Constitution regarding finance and Audit responsibilities
- Receive and pay moneys as authorized and required
- Payments out to be authorised by the committee
- Payments out to be countersigned by the Public Officer
- Audit money received to playing registers, and report any anomalies
- Keep accurate records on money received and where from or what for
- Keep accurate records of money spent, where to and what for
- Reconcile bank statements to accounting records
- Record and register annual subscriptions, and liaise with the Public Officer (rule 32)
- Provide written financial reports to general meetings and AGMs

Public Officer

- Authorisation, management and recording of membership (including membership register); and membership withdrawal (including signing of notifications)
 - Be familiar with (Rule 5, 32, 34 and 35) of the Constitution

governing membership, annual subscription and associated
By-Laws

- Provide notice and agenda of general meetings within required timeframes (Rule 15.1)
- In conjunction with the President - support the Complaints, Disputes and Breaches of the Code of Conduct process
- Authorise and countersign payments made out by the Treasurer or other committee member (Rule 9.7 and 9.8)
- Convene meetings of a subcommittee and be familiar with (Rule 30) Subcommittees

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- Maintain Minutes of an Annual General Meeting in the Minute Book of the Association. (Rule 13.7)

Club Captain

- Manage game day schedules and play with various formats
- Manage training and introductory sessions
- Manage scoring and game reports
- Manage compliance with risk assessment guidelines including occupational health and safety issues.
- Manage competition days
- Manage setup, supply and pack up of equipment on game day • Be responsible for collection and reconciliation of playing fees and forward to Treasurer for banking

Club Captain Assistant

- When required support and or relieve the Club Captain in their duties • To be able to organise a game day's playing schedule with various formats, gradings and playing skills
- Manage compliance with risk assessment guidelines including occupational health and safety issues
- To be familiar with the setup, running and pack up of daily game play • Be responsible for collection and reconciliation of playing fees and forward to Treasurer for banking

BY-LAWS

1. MEMBERSHIP SUBJECT TO RULE 5

1.1. Annual subscription and playing fees shall be set at the

AGM. **1.2.** Annual subscription fees are:

- Adult Member - \$72.50
- Senior Member- \$62.50
- Junior Member- \$42.50
- Life Member - \$Nil

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1.3. Daily playing fees are:

- Member- \$8
- Prospective Member- \$16 Plus paddle hire if required
- Non-Member (reciprocal)- \$10 Plus paddle hire if required
- Paddle Hire per session- Free for beginners; Otherwise, \$2.00

1.4. Competition event fees shall be set by the committee as dictated by the costs incurred in marketing and running the event.

1.5. Introductory Prospective Member without formal membership may be permitted to play at the discretion on the of the KPC committee for a period of 5 playing sessions.

1.6. Membership criteria are:

- Adult Member is any one 18 years old or over the age of 18 and not a Junior, Family or Life Member
- Junior Member is under 18 years old
- Life Member is any member elected by the full committee for Life Membership having regard but not limited to:

(i) membership of the KPC for a period of not less than 15 years, and

(ii) their significant contribution to the KPC in supporting and promoting Pickleball in the area, and

(iii) their significant and ongoing support and involvement in the KPC in accordance with values of the KPC, and

(iv) their exemplary example of sportsmanship and good will

Nominations for Life Membership shall be referred to the Executive Committee. The Executive Committee shall at a special meeting, assess the merits of the application. If the nomination is approved by the Executive Committee, it shall be forwarded to the full committee for determination. If the application for Life Membership is passed by the full committee it shall be notified and recorded at the AGM.

Any member of the committee that is the subject of, or party to, the nomination for Life Membership shall refrain from the election process.

1.7. Life Member Privileges are:

- Not to have to pay annual Membership Fees (but still bound to pay court fees at cost for daily play)
- Access to all member benefits.

1.8. Current Life Members are:

- . . .

2. COMPLAINT HANDLING

2.1. Complaints shall be heard within 21 days of the receipt of notification of the complaint. The Complaints/Appeals Sub-committee will comply with these By-laws in the management of formal complaints and appeals.

2.2. Informal complaints will be handled according to the club policy and procedures. **2.3.** Formal Complaints shall be made in writing and presented to the committee detailing:

- the name of the complainant
- the name of the respondent if any
- the nature of the complaint
- any desired outcomes

2.4. The complaint is to be handled with discretion, confidentiality and with sensitivity.

2.5. Should any member of the committee be involved in the complaint, they shall stand down from the committee until the matter has been resolved.

2.6. The Executive committee will as early as possible, investigate the complaint

and decide a course of action based on the nature of the complaint and its seriousness.

2.7. Hierarchy of complaints from serious to Minor:

- Harassment/ Sexual Harassment
- Inappropriate behaviour outside the policies of the club
- Problems with management by the executive or committee.??
- Problems with daily play, gradings, equipment or venue
- Other general complaints

2.8. Courses of action to the committee may be to:

- internally resolve the matter by a direction from the Committee (clause 2.9) and/or
- arrange mediation where conflict is between members and not club related, they (the affected members) must, in the first instance, attempt to resolve their issues by communicating directly with each other. Where this is unsuccessful and it is in the interest of the Club or the issue escalates to involve the club, mediation may be organised, or
- refer the matter to the State body, or

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- refer the matter to the national body, or
- refer the matter to the police or appropriate State or federal government body

2.9. In situations where a complaint is referred to our State or national association and an investigation is conducted, the club will:

- co-operate fully with the investigation
- where applicable, ensure the complainant is not placed in an unsupervised or difficult situation with the respondent(s), and
- act on our State or national association's recommendations

2.10. Where the matter is to be dealt with internally (clause 2.7a), the committee shall have absolute discretion to decide the nature of the complaint, and direct action in accordance with the applicable policy and complaints procedure where:

- A special meeting of the committee shall be convened at an approved time
- If mediation fails to resolve the matter or is not applicable, the committee will direct a resolution in line with these by-laws and the objectives of the KPC
- The KPC committee may take disciplinary action against anyone found to have breached our policy or made false, vexatious and/or malicious allegations. Any disciplinary measure imposed under our policy must:

- (i) be applied consistent with any State or federal laws, and
- (ii) be fair and reasonable and proportionate and follow the principles of procedural fairness, and
- (iii) be based on the evidence and information presented and the seriousness of the breach, and
- (iv) be determined under the KPC Rules, By-Laws, and Policies
 - Possible sanctions that may be taken include:
 - (i) a direction that the individual makes verbal and/or written apology
 - (ii) counselling of the individual to address inappropriate behaviour
 - (iii) withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by the KPC
 - (iv) suspension or termination of membership, participation or engagement in a role or activity
 - (v) another form of discipline that the KPC committee considers reasonable and appropriate and compliant with these by-laws
 - The complainant and the respondent will be informed of the decision in writing

- The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by the KPC) to the KPC committee. Appeals must be based on any right of appeal provided for in the Constitution/Rules, rules, regulations or by laws
- Appeals shall be in writing to the committee and may be on the grounds of:
 - (i) a denial of procedural fairness
 - (ii) unjust or unreasonable disciplinary measures being imposed
 - (iii) that the decision was not supported by information or evidence presented and available to the committee at the time.

2.11. At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

POLICIES

1. CLUB RESPONSIBILITIES

We will:

- adopt, implement and comply with these policies
- ensure that these policies are implemented and enforced
- provide access to these policies and the possible consequences of any breaches of these policies
- always promote and model appropriate standards of behaviour • deal with any complaints made under these policies in an appropriate manner • deal with any breaches of these policies in an appropriate manner • recognise and enforce any penalty imposed under these policies • review these policies every 12-18 months, and
- seek advice from and refer serious or possible criminal issues to Pickleball Tasmania and or Tasmania Police. Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, verbal abuse, child abuse) and any other issues that our state or national bodies request be referred to them

Procedure See By-Law 2

2. INDIVIDUAL CODE OF CONDUCT

Policy Members of the KPC when associating with fellow players, umpires, players from other teams, and the public will:

- make themselves fully aware of the contents of this policy
- act with integrity, respect, good sportsmanship and good humour • always act with care and diligence including when playing or competing • socialise considerately and respectfully with all, respecting diversity, different roles and boundaries, and avoiding intentionally giving offence
- avoid injury to other players

- avoid real or apparent conflicts of interest – players must not gain materially or financially unless specifically authorised to do so
- promote the interests of the KPC
- respect the opinions of others and support others
- abide by policies, procedures, instructions and duties of the KPC • act within the law
- make decisions in the best interests of the KPC
- report acts of policy breaches immediately to the committee
- act jointly and accept a majority decision – making decisions collectively, standing by them and not acting individually unless specifically authorised to do so
- comply with the spirit as well as the letter of the code of conduct

Breaches of the code

- Members have a duty to observe the code and ensure that no breaches occur. Members have a duty to report known or suspected breaches of the code to the committee
- Any member, who in good faith makes a complaint or disclosure about an alleged breach of the code and follows the complaints policy, will not be disadvantaged or prejudiced

Complaints Procedure

For informal complaints see the Informal complaints policy.

For formal complaints see By-Law 2.

3. COMMITTEE RESPONSIBILITIES

The KPC committee agrees to abide by the following charter to support the objectives of the Kingborough Pickleball Club and to:

- Plan for the future
- Undertake succession planning for our committee and other key Club personnel
- Proactively manage our relationship with key funding sources and sponsors • Balance and develop the skills within our committee
- Provide leadership for all those in our Club

- Ensure the fair and efficient conduct of competitions or selection trials
- Promote and develop the highest standard of sport possible
- Create an environment which gives all members the opportunity to develop their skills to the best of their ability
- Make annual changes to the KPC structure and by-laws to reflect ongoing changes to policy, procedures and committee changes
- Submit annual reports, quarterly financial statements and recommend changes in by-laws and rules to a higher governing body, if required, for approval • Conduct the business of the Club through Sub-Committees and appointed officers as required on such terms and conditions as it believes appropriate • Seek and manage appropriate sponsorship for the Club
- Be active in the development of players, officials and administrators by setting and maintaining quality standards
- Set budgets and be diligent and accountable for the funds
- Understand the issues, priorities and needs of our members, volunteers and administrators
- Support other pickleball groups and clubs in Tasmania
- From time to time in accordance with the Constitution, make decisions for the conduct of its own proceedings, the control of its funds and property, and efficient management of its administration.

4. SKILLS AND GRADINGS

The KPC endeavours to promote an inclusive attitude to gradings. Gradings are based on the USA Pickleball Association Skill Rating Definitions and in conjunction with the

USAPA skill assessment process. KPC also apply a strength of court play grading to the skills assessment to reflect the strength of play in a game situation against various levels of opponents. While it is recognized that this grading is outside the scope of the USAPA guidelines, it is believed that this extra measure provides some further differentiation above gradings offered by the USAPA levels and thereby enhancing the mix for social play. It is hoped that players will engage with the grading officers to understand the definitions and the process of grading.

Grading Procedure

- Initially players may be asked to view the KPC Skill Rating Guide and give themselves a rating based on the self-assessment of their skills in a playing situation. If a player does not wish to do a self-assessment
- A grading officer will then view the player on court and assess the player's skill level and strength of play
- The player will be informed of the grading, both skill and court play
- If a player feels the grading does not fairly reflect their skills, they may request a discussion with the grading officer and if seen fit a further assessment
- If a player is still not satisfied with their allocated grading, they may request the KPC committee to adjudicate on the matter. The decision of the committee shall be final
- At any time if a player feels that their grading does not reflect their level of play, the player may request to have their grading reviewed by the committee

5. COMPLAINTS AND DISPUTES

The KPC is focused on continuous improvement and enjoyment of the sport, and as such will embrace constructive thoughts and would hope to resolve any concerns from members. It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. The Kingborough Pickleball Club Committee believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing; where the grievance is a personal issue with another member, the responsibility is the individuals to resolve in the first instance, after which, if it becomes a Club issue or it is seen

to be in the best interest of the Club, mediation or the club resolution process may be invoked. (2.8.b)

- A person making a complaint or airing a grievance will not be disadvantaged in any way as a direct result
 - Our committee will dismiss frivolous, vexatious or malicious complaints
- Where a formal complaint is received by the Committee, it will be considered in

a timely, sensitive and confidential manner and documented together with the steps towards resolution

Informal Complaints Procedure

Complaints Involving People

Our club takes all complaints about on and off-court behaviour seriously. Our club will handle complaints based on general legal principles including the principles of procedural fairness, and ensure:

- Frivolous, vexatious or malicious complaints will be dismissed, and a reprimand may be issued
- all legitimate complaints will be taken seriously
- a person with a complaint can talk to a member of the committee for advice on possible solutions and/or intervention; the prime focus and priority where the grievance is a personal issue with another member, is that the responsibility is the individuals to resolve in the first instance, after which, if it becomes a Club issue or it is seen to be in the best interest of the Club, mediation or the club resolution process may be invoked. (2.8.b)
- where individual members have attempted and been unable to resolve their personal issues and these are impacting the Club, the committee may appoint a member to speak to the person(s) causing the problem and revisit the behaviour, decision or action that the complaint refers to, and the person will have the opportunity to respond to those allegations, and
- irrelevant matters will not be taken into account
- a member of the committee may discuss possible mediation and solutions with complainant and the respondent
- that should informal mediations fail the complainant is able to make a formal complaint which will be dealt with according to the By-Laws of the KPC

Other Complaints

The executive committee shall have absolute discretion to decide the nature of the complaint and the resolution process and direct action in accordance with this policy. When a complaint is received by our club, the person receiving the

complaint (e.g. President or Complaints Sub-Committee) will:

- listen carefully and ask questions to understand the nature and extent of the concern and what they have done to attempt to resolve the issue
- ask the complainant how they would like their concern to be resolved and if they need any support
- where possible and appropriate, maintain confidentiality but not necessarily, anonymity
- explain the different options available to help resolve the complainant's concern
- where required refer the matter to the President and or committee and facilitate discussion between the committee and the complainant
- where required escalate the matter to a formal complaint

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- the committee meeting to assess the complaint and action matters to resolve the complaint
- supporting the person complaining to talk to the responder
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation)
- gathering more information (e.g. from other people that may have seen the problem or behaviour)
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency)

Formal Complaints Procedure

Will need to be in writing and be dealt with according to the KPC By-Laws.

6. MEETINGS

Meetings are a necessary part of club planning, development, operation and communication that unless well planned and run can become a drain on the participants. The objective of a meeting therefore, will be to provide:

- An agenda with necessary and timely information to participants before the

meeting, to encourage discussion which is kept to the point

- the efficient but inclusive management of the meeting to cover the topics in the minimum timeframe
- the accurate but brief record taking of the meeting matters and issues in hand
- the timely distribution of accurate but brief draft minutes of the meeting to the applicable and relevant parties

Procedure

NOTICE of MEETING

A notice of upcoming meeting shall be forwarded to prospective meeting participants (as applicable to the type of meeting called for: e.g., Executive, Committee, Special, General or AGM), at least 7 days prior to the meeting, stating place, date, time and nature of business.

Additional items for the agenda and numbers attending may be asked for on this notice. **AGENDA**

At least 5 days prior to the meeting an agenda including issues currently being attended to, shall be sent to participants.

An ongoing list of issues under consideration by the committee, who is involved, and progress to date shall be attached.

MEETING

Shall be chaired by the President, Vice President or committee member voted to do so. The meeting shall follow the agenda in a timely manner. Other items for discussion shall be kept to the point and be relevant to the intent of the meeting.

The Secretary shall keep an accurate record of the meeting.

MINUTES

The Secretary shall in a timely manner after the meeting, distribute the draft minutes of the meeting in a similar form and order to that set out by the agenda.

Descriptions shall where possible, be set out as dot points under the relevant agenda headings. An ongoing list of issues under consideration by the committee, who is involved, and progress to date, shall be attached.

7. HARASSMENT, BULLYING AND/ OR DISCRIMINATION

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends or humiliates another person and which happens because a person has a certain personal characteristic protected by State or Federal antidiscrimination legislation.

- The offensive behaviour does not have to take place a number of times- a single incident can constitute harassment
- Sexual harassment is one type of harassment
- Sexual harassment involves unwelcome conduct, remarks or innuendo of a sexual nature. It covers a wide range of behaviours and can be verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex
- Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws

The following is a list of the personal characteristics that apply throughout Australia:

- gender
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration
- national extraction or social origin
- marital status, relationship status, identity of spouse or domestic partner
- pregnancy, potential pregnancy, breastfeeding
- family or carer responsibilities, status as a parent or carer
- age
- religion, religious beliefs or activities
- political beliefs or activities
- lawful sexual activity
- sexual orientation and gender identity
- profession, trade, occupation or calling
- irrelevant criminal record, spent convictions
- irrelevant medical record
- member of association or organisation of employees or employers, industrial activity, trade union activity
- physical features
- disability, mental or physical impairment
- defence service
- personal association with someone who has, or is assumed to have, any of these personal characteristics

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism
- excluding or isolating a group or person
- spreading malicious rumours, or
- psychological harassment such as intimidation

Legislation also prohibits:

- racial, religious, homosexual, transgender and HIV/AIDS vilification, and
- victimisation resulting from a complaint

Complaints Procedure

For informal complaints see the Informal complaints policy.

For formal complaints see By-Law 2.

8. INCLUSION

The purpose of this policy is to demonstrate KPC's commitment to and value for diversity and inclusion across all levels of the organisation. The policy also articulates KPC's responsibility and commitment to supporting member clubs to be inclusive, value diversity and be free of discrimination.

It is KPC's intention that all members are treated fairly and with respect and that no one is denied access through discrimination.

- KPC is committed to and values diversity and inclusion at all levels of the organisation and will support affiliated member clubs to do likewise
- KPC is committed to ensuring that all members are treated fairly and with respect and that no one is denied access through discrimination
- KPC is committed to equal opportunity for people to participate in the sport and promotes equitable access for participation in Club activities
- KPC does not tolerate discriminatory or oppressive behaviour of any kind and will enforce disciplinary action in response to any behaviour deemed as such
- KPC maintains policies and procedures to ensure equal opportunity and to eradicate discrimination, harassment, vilification, abuse and actions of intolerance
 - In recruiting for Board Members, KPC will support a diverse membership which is reflective of our local community. This includes the involvement of

women, men, people from culturally and linguistically diverse backgrounds, and
people

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with varying abilities and viewpoints. The focus will also be directed toward requisite skills and experience

- KPC is committed to taking positive action where inequalities exist and the development of a program of on-going training and awareness in order to promote diversity in our sport
- In seeking diversity within all aspects of the sport, KPC is committed to providing relevant training to its committee members, volunteers and club representatives where feasible and appropriate e.g. Disability Awareness Training, Cultural Awareness Training

Complaints Procedure

For informal complaints see the Informal complaints policy.

For formal complaints see By-Law 2.

9. RISK MANAGEMENT

KPC engages in ongoing risk management and will develop a risk assessment aimed at daily play and where required for competition.

Procedure

1. Identify any possible risks
2. Assign a hazard rating to the risk
3. Detail mitigation measures

Risk Ratings

- High Risk – High likelihood and high impact
- Medium Risk – Medium likelihood and medium impact
- Low Risk – Possible with minimal impact

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RISK	RATING	OUTCOME	ACTION PLAN
SLIPPING	Medium	Fall, sprain, bruising, possible breaks	No liquids allowed on or near courts
TRIPPING	Medium	Fall, sprain, bruising, possible breaks	No ball and other equipment to be left on courts
LIFT STRAIN	Low	Sprain	Ensure members are capable for carrying net kit to storeroom
THEFT OR FRAUD			
LOSS OR DESTRUCTION OF RECORDS			
DEFAMATION etc			

9. SPONSORSHIP

To ensure that decisions about the type of sponsors a club wishes to be involved with are well documented and that this is adhered to when approaching or being approached by sponsors. To provide the Committee with a guide to safeguard

against inappropriate commercial interests becoming associated with the club and to ensure the club's values and vision are reflected by its business dealings.

KPC Committee encourages the involvement of appropriate community and corporate sponsors in the provision of programs, facilities, and events. Supporting advertising or promoting commercial interests for free will not occur without the express approval of the committee.

The President and/or the nominated Sponsorship Officer have the authority to seek and negotiate corporate sponsorship agreements for the approval of the Committee. These negotiations must be in line with the policy statements below.

Sponsorship participants must all be from reputable organisations or businesses whose public image, products and services are consistent with our values and goals.

KPC Committee and the Nominated Sponsorship Officer(s)

- discourage arrangements with (tobacco related companies, alcohol products or outlets, fast food outlets, gambling, online dating services...)
- will ensure that the sponsorship arrangement does not conflict with club policies or impose conditions that would impact on the club's ability to carry out its functions

- will ensure that the sponsorship agreement maintains the professional image of all parties
- will develop and maintain a positive relationship with our sponsors through regular communication
- reserve the right to accept products for distribution on merit, not because they are free
- will ensure that the club obligations under the sponsorship arrangement are met
- will ensure that the sponsorship allocated is spent in the manner for which it was provided
- will ensure that no office bearer or member receives any personal benefit as a result of a sponsorship arrangement
- do not explicitly endorse the sponsor or its product through its association

