KENSINGTON GARDENS BOWLING AND TENNIS CLUB
MEMBER PROTECTION POLICY

AMENDMENTS

Date	Summary of Amendment
19th August 2019	Policy created and adopted by the Board of Management
19th October 2021	Template updated Policy reviewed and adopted with very minor changes
18th January 2022	Policy updated with updated url for the Bowls SA Member Protection Policy
18th June 2024	Policy updated to include cross references to relevant policies, clarify the nature of offences, and detail procedures to be followed in handling complaints, mediation and deciding sanctions, and include a glossary of terms used.
18th August 2026	Policy updated to transfer Complaint Handling Procedures to a stand-alone procedure; cross references updated

CROSS REFERENCES

Bowls Australia Member Protection Policy https://www.bowls.com.au/wp-content/uploads/2025/02/Bowls-Australia-NIF-Member-Protection-Policy-2023-SIA-Approved-pdf
Tennis Australia Member Protection Policy https://www.tennis.com.au/content/dam/tennisaustralia/documents/policies/member-protection/member-protection-policy.pdf.coredownload.pdf (policy endorsed by Tennis SA)
KGBTC Alcohol Management Policy
KGBTC Child Safe Policy
KGBTC Club Function Management Guidelines
KGBTC Code of Conduct
KGBTC Complaint Handling Procedures
KGBTC Electronic Communication Policy
KGBTC Privacy Policy
KGBTC Safe Transport Policy
KGBTC Smoking Management Policy

1. PURPOSE AND CONTEXT

The Kensington Gardens Bowling and Tennis Club is committed to the safety and well-being of its members and all those who participate in the sports of lawn bowls and tennis, both players and non-players. The club is also committed to ensure that all participants in the sports are treated with respect and dignity, are safe and protected from harm, and they all have an equal opportunity to participate in the sports.

For that reason, the Kensington Gardens Bowling and Tennis Club has adopted this policy so that, as far as possible, everyone involved in bowls or tennis is free from harassment, abuse, discrimination and other unfair conduct and to promote respectful and positive behaviour within the sports.

The policy extends to club members, as well as the club's staff, volunteers, officials, side managers, coaches, parents, spectators, sponsors and other organisations linked to the Kensington Gardens Bowling and Tennis Club.

2. POLICY POSITION

As affiliated members of Bowls SA, Bowls Australia, Tennis SA and Tennis Australia, the Kensington Gardens Bowling and Tennis Club fully endorses the Member Protection Policies of our state and national bodies, and adopts those policies.

The Kensington Garden Bowling and Tennis Club has the following specific policies to support the safety, wellbeing and fair treatment of members and visitors.

KGBTC Alcohol Management Policy

KGBTC Child Safe Policy

KGBTC Club Function Management Guidelines

KGBTC Code of Conduct

KGBTC Complaint Handling Procedures

KGBTC Electronic Communication Policy

KGBTC Privacy Policy

KGBTC Safe Transport Policy

KGBTC Smoking Management Policy

3. WHO THIS POLICY APPLIES TO

This policy applies to the following people, whether they are in a paid or unpaid/voluntary capacity:

- Persons appointed or elected to the Board of Management, committees and sub-committees;
- Employees of the Kensington Gardens Bowling and Tennis Club;
- Volunteers involved with the Kensington Gardens Bowling and Tennis Club programs and/or events;
- Club Members, including life members of the Kensington Gardens Bowling and Tennis Club;
- Any other person including spectators, parents/guardians and sponsors, who participate in activities at the club.

4. STANDARDS OF BEHAVIOUR

It is a breach of the standards of behaviour required by this policy for any person to which this policy applies, to do anything contrary to this policy, including but not limited to:

- Breaching the Code of Conduct;

- Bringing, or acting in a manner likely to bring, the sports of bowls and/or tennis and/or Bowls SA and/or Tennis SA and/or Bowls Australia and/or Tennis Australia into disrepute;
- Failing to follow club policy (including this policy) and procedures for the protection, safety and welfare of Children and Young People;
- Discrimination against, harassing or bullying (including cyber bullying) any person;
- Victimising another person for reporting a complaint;
- Engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over;
- Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- Disclosing to any unauthorised person or organisation any club information that is of a private, confidential or privileged nature;
- Making a complaint they **knew** to be untrue, vexatious, malicious or improper;
- Failing to comply with a penalty after a finding that the individual has breached this policy; or
- Failing to comply with a direction given to the individual during the discipline process.

5. COMPLAINTS

Complaints will be managed as outlined in the LGBTC Complaint Handling Procedures.

6. MEDIATION

The Kensington Gardens Bowling and Tennis Club will use its best endeavours to resolve complaints amicably between the parties.

Mediation procedures are outlined in Appendix 1 of the KGBTC Complaint Handling Procedures.

7. SANCTIONS

If an individual to which this policy applies breaches this policy, any sanctions imposed under this policy must:

- Be applied consistent with any policies, contractual and employment obligations;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach; and
- Be determined in accordance with the club Constitution, policies and the policies and requirements of the governing bodies of the sports of bowls and tennis.

One or more of the following sanctions may be imposed:

- A direction that the individual make a verbal and/or written apology;
- A written warning;
- A direction that the individual attend counselling to address their behaviour;

- A withdrawal of any awards, records, achievements bestowed in any activities held or sanctioned by the club;
- In the case of a coach or official, a recommendation that the relevant organization de-register the accreditation of the coach or official for a period of time or permanently;
- A suspension from duties;
- A suspension of the individual's membership, appointment or engagement;
- Cancellation of club membership.

8. CONFIDENTIAL RECORDS RELATING TO A COMPLAINT

The Chair of the Board of Management will keep a complete confidential record of the complaint, and all evidence collected and actions taken in relation to the complaint.

9. POLICY REVIEW

This policy will be reviewed biennially to ensure it remains relevant to club operations and reflects both community expectations and legal requirements.

ACCEPTANCE:

Reviewed and adopted by Resolution of the Board of Management.

SIGNATURES:

Signed: _____ Signed: _____

Club Chairperson Club Secretary

Date: 18/8/2026 Date: 18/8/26

APPENDIX 1 GLOSSARY

This glossary sets out the meanings of terms used in this policy and its attachments without limiting the ordinary and natural meaning of the words.

Abuse	A form of harassment and includes physical abuse, emotional abuse, sexual abuse, neglect, and abuse of power. Examples of abusive behaviour include bullying, humiliation, verbal abuse and insults.
Child	A person who is under the age of 18 years
Child Harm and Risk of Harm	Involves conduct which puts Children and Young People at risk of harm (usually by adults, sometimes by other Children and Young People and often by those they know and trust). It can take many forms, including verbal and physical actions and by people failing to provide them with basic care. Child Harm and Risk of Harm may include: • Physical abuse by hurting a child or a child's development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity). • Sexual abuse by adults or other Children and Young People where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography including child pornography or inappropriate touching or conversations). • Emotional abuse by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a child). • Neglect (e.g. failing to give food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury).
Complaint	A report of an alleged breach made under the procedures outlined in KGBTC Complaint Handling Procedures.
Complainant	A person making a complaint.
Discrimination	Treating or proposing to treat someone less favourably because of a particular characteristic in the same or similar circumstances in certain areas of public life (Direct Discrimination), or imposing or intending to impose an unreasonable requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect on individuals or groups with particular characteristics (Indirect Discrimination). The characteristics covered by discrimination law across Australia are: • Age; • Disability;

	• Family/carer responsibilities; • Gender identity/transgender status; • Homosexuality and sexual orientation; • Irrelevant medical record; • Irrelevant criminal record; • Political belief/activity; • Pregnancy and breastfeeding; • Race; • Religious belief/activity; • Sex or gender; • Social origin; • Trade union membership/activity Examples of Discrimination • Age: A club refuses to allow an older person to coach a team simply because of age. • Breastfeeding: A member of the club who is breastfeeding a baby in the club rooms is asked to leave. • Disability: A junior player is overlooked because of mild epilepsy. • Family responsibilities: A club decides not to promote an employee because he has a child with a disability even though the employee is the best person for the job. • Gender Identity: A transgender contract worker is harassed when employees refuse to call her by her female name. • Homosexuality: An athlete is ostracised from her team after it becomes known that she is a lesbian. • Marital Status: A player is deliberately excluded from team activities and social functions because she is single • Pregnancy: A woman is dropped from a squad when she becomes pregnant. • Race: An Italian referee is not permitted to referee games with a high proportion of Italian players on one team because of his race. • Sex: Specialist coaching is only offered to male players in a mixed team.
Gender Expression	Refers to the way in which a person externally expresses their gender or how they are perceived by others.
Gender Identity	Refers to a person's deeply held internal and individual sense of gender.
Harassment	Any type of behaviour that the other person does not want and that is offensive, abusive, belittling or threatening. The behaviour is unwelcome, and a reasonable person would recognise it as being

	unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated. • Unlawful harassment may be sexual or target a person because of their race, sex, pregnancy, marital status, sexual orientation or some other characteristic (see characteristics listed under discrimination). • It does not matter whether the harassment was intended - the focus is on the impact of the behaviour. • The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident but is usually repeated. It may be explicit or implicit, verbal or non-verbal. Discrimination and harassment are not permitted in employment (including volunteer and unpaid employment); • When providing sporting goods and services including access to sporting facilities; • When providing education and accommodation; • The selection or otherwise of any person for competition or a team; • The entry or otherwise of any player or other person to any competition; • The obtaining or retaining membership of clubs and organisations (including the rights and privileges of membership); • Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination or harassment may also be against the law; • It is also a breach of discrimination law to victimise a person who is involved in making a complaint of discrimination or harassment. Example: a player is ostracised by her male coach for complaining about his sexist behaviour or for supporting another player who has made such a complaint. Some exceptions to state and federal anti-discrimination law apply. Examples include: • Holding a competitive sporting activity for females only who are under 12 years of age or of any age where strength, stamina or physique is relevant; • Not selecting a participant if the person's disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.

	Public acts of racial hatred which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited. This applies to spectators, participants or any other person who engages in such an act in public. Public acts that vilify on other grounds such as homosexuality, gender identity, HIV/AIDS, religion and disability – see vilification.
Harm	Harm refers to any physical, psychological, or emotional injury, damage, or detriment caused to a person (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect.
Intersex	Refers to people who have genetic, hormonal or physical characteristics that are not exclusively 'male' or 'female'. A person who is intersex may identity as male, female, intersex or as being an indeterminate sex.
Mediator	An impartial/neutral person appointed to mediate complaints.
Natural justice (Also referred to as procedural fairness)	Incorporates the following principles: • Both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond; • All relevant submissions must be considered; • No person may judge their own case; • The decision maker/s must be unbiased, fair and just; • The penalties imposed must be fair.
Respondent	The person who is being complained about.
Sexual harassment	Unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. • Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes, propositions, display of pornographic or offensive material or other behaviour that creates a sexually hostile environment • Sexual harassment is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.
Sexual orientation	Refers to a person's emotional or sexual attraction to another person, including amongst others, the following identities: heterosexual, gay, lesbian, bisexual, pansexual, asexual or same sex attracted.
Transgender	A general term applied to individuals and behaviours that differ from the gender role commonly, but not always, assigned at birth. It does not imply any specific form of sexual orientation.
Victimisation	Subjecting a person or threatening to subject a person to any detriment or unfair treatment because that person has or intends to pursue their rights to make a complaint under government legislation (e.g. anti discrimination) or under this Policy, or for supporting such a person.

Vilification	Involves a person or organisation doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of persons having any of the attributes or characteristics within the meaning of discrimination. Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.
Working with Children Check	An assessment of whether a person poses an unacceptable risk to children and young people. This check includes a review of criminal history, child protection information and other information. This is mandatory for all members of the Board of Management and Section Committees, and persons who deal with sensitive membership data or deal with Children and Young People. It is also mandatory for coaches to hold this check in order to be accredited