



CODE OF CONDUCT

The Coolangatta Senior Citizens Club is committed to providing a friendly place of fun, learning and activities for adults.

All members, visitors and volunteers and staff of the Centre are expected to:

- Comply with directions or instructions from staff, management committee, or authorised persons in charge
- Pay any fees in relation to an activity or class
- Treat other members, visitors, volunteers and Centre staff with courtesy and respect. Refrain from behaviours that discriminate, harass, offend, intimidate, disturb or embarrass others
- Respect the privacy of others and their right to confidentiality
- Handle with care property belonging to the Centre
- Not enter secure areas unless authorised to do so (e.g: kitchen, storerooms, reception);
- Follow all club safety practices and requirements including reporting accidents/incidents
- Refrain from representing the club unless properly authorised to do so
- Not pursue personal activities on club premises without appropriate written permission (for example selling of goods/services for own profit, or outside petitions requesting members to sign)
- Report inappropriate behaviour of a member or visitor to the Activity Coordinator or Centre coordinator
- Any member with a grievance should approach the Centre Coordinator in the first instance. May if unresolved submit a letter to the management committee secretary. Grievances must not be aired at large nor on social media to unauthorised persons or organisations so as to not damage the club's reputation, bring our club into disrepute nor breach confidentiality
- Not bring or consume alcohol on the premises except at events sanctioned by the Committee
- Not smoke within 5 metres of the grounds' perimeter
- Abide by and uphold our Constitution and Code of Conduct (both documents available on the Centre's website).

Any member not behaving in accordance with the terms of the Code of Conduct will be investigated and after discussion by the Management Committee an appropriate course of action will be taken which may include a reprimand, suspension or revocation of membership

Management Committee

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