

JANUARY 2023



MEMBERS
POLICIES



Version control for PTC Members Policy

Date	Comments
Nov 2021	<ol style="list-style-type: none"><li data-bbox="512 432 1334 501">1. Compiled existing policies (mission, vision, values, codes of conduct) into one document.<li data-bbox="512 506 1035 539">2. Added a members protection policy.
Jan 2023	Removed Code of Conduct for Committee - it was revised and updated in January 2023 and is maintained as a separate document.

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Mission, Vision and Values

The Perth Tango PTC (PTC) has the following mission, vision, and value statements. The mission statement is embedded in the Constitution as rule 2.2.

Mission

- 1) To encourage, promote and develop the art and culture of Argentinian Tango dancing within the community of Western Australia; and
- 2) To provide a facility for the purposes of recreation, amusement, resources, and dance practice for the tango community.

Vision

- 1) To aspire to be Perth's leading Argentinian tango social club.
- 2) Be at the forefront of inspiration and standard for the art and culture of Argentinian tango and the community at large.
- 3) Provide opportunities for members to maintain and enhance their enjoyment and understanding of Argentinian tango.
- 4) To be apolitical and cost-accessible for members.

Values

- 1) We have a strong commitment to supporting and serving our members, ensuring they gain the most benefit from their membership.
- 2) We pride ourselves on providing a welcoming and inclusive ethos to people of different ages, abilities, education, sexual orientation, background, and dance experience.
- 3) We regard ourselves as 'good corporate citizens' and as such we give back to the wider community in the form of donations from fundraising events and presentations of tango to community groups.

Code of Conduct

Code of Conduct for all members

Members have a right to

- 1) be treated fairly, equally and with respect by the PTC, its Committee and other members;
- 2) socialise in an environment free from all forms of harassment and discrimination;
- 3) privacy and confidentiality concerning records, documentation and any other communication containing a member's personal information, unless consent is otherwise provided;
- 4) be informed and actively involved in all PTC events and offerings; and
- 5) voice their opinions, requirements, and suggestions to the Committee.

Members must

- 1) treat other members, guests, visitors, volunteers, staff, contractors and members of the public fairly, equally and with respect and courtesy;
- 2) behave responsibly and ensure they conduct themselves in a manner which will not injure the reputation of the PTC, its events, organisers, participants or sponsors;
- 3) not discriminate against, abuse, physically or verbally harass, ridicule, or embarrass anyone covered by this Code of Conduct;
- 4) look after and monitor the behaviour of their guest/s so as not to cause any disruption or discourtesy to any other attendee at a PTC event;
- 5) look after and protect the PTC's property;
- 6) report any inappropriate behaviour of a member to the Committee for action and follow up;
- 7) abide by and uphold the Constitution, By-laws, Code of Conduct, and policies of the PTC;
- 8) notify the PTC's secretary of any changes to address or details;
- 9) pay any fees in relation to an event, or offering (e.g. tickets or memberships) which that member has committed to, regardless of whether the member attends the event or not;
- 10) not use their membership privileges to purchase tickets to any event or other offering, at a membership price, for non-members of PTC (except for parties entitled to such prices as nominated from time to time);



- 11) ensure that, if on-selling a ticket to a non-member for an event which the member has booked and paid membership rates for, the non-member price must be paid and the member must forward the difference to the PTC.
- 12) not promote, or pass on, exchange, or publish information whereby that information may be of a confidential, offensive, scandalous, unsubstantiated or derisive type;
- 13) use their best judgment in posting material that is neither inappropriate nor harmful to PTC, its Committee, or members (although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libellous, or that can create a hostile environment);

Members' Protection Policy

Purpose of our policy

The main objective of the Member Protection Policy is to maintain responsible behaviour and the making of informed decisions by the Committee and members consistent with the mission, vision, and values of the Perth Tango Club (PTC or Club).

It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment, and abuse. Our policy informs everyone involved in our PTC of his or her legal and ethical rights and responsibilities and the standards of behaviour that are expected of them.

Who our policy applies to?

This policy applies to everyone involved in the activities of our PTC.

Extent of our policy

Our policy covers all matters related to the PTC and its activities. In particular, the policy governs breaches of our Code of Conduct at social events organised by the PTC.

PTC responsibilities

We will

- 1) adopt, implement and comply with this policy;
- 2) ensure that this policy is enforceable;
- 3) publish, distribute and promote this policy and the consequences of any breaches of this policy;
- 4) promote and model appropriate standards of behaviour at all times;
- 5) deal with any complaints made under this policy in an appropriate manner;
- 6) deal with any breaches of this policy in an appropriate manner;
- 7) recognise and enforce any penalty imposed under this policy;
- 8) ensure that a copy of this policy is available or accessible to all people to whom this policy applies; and
- 9) review this policy every 12 to 24 months.

Individual responsibilities

Everyone associated with our PTC must

- 1) make themselves aware of the contents of this policy;
- 2) comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy;
- 3) treat other people with respect;

- 4) be responsible and accountable for their behaviour; and
- 5) follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about discrimination, harassment, bullying or other inappropriate behaviour; and
- 6) comply with any decisions and/or disciplinary measures imposed under this policy or Constitution, or By-laws.

Discrimination, harassment, and bullying

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, harassed, or bullied.

Therefore, our PTC is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination, harassment, and bullying.

Discrimination

Unlawful discrimination involves the less favourable treatment of a person based on one or more of the personal characteristics protected by State or Federal anti-discrimination laws. For the purpose of determining discrimination, the offender's awareness and motive are irrelevant.

Harassment

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 anti-discrimination legislation.

The offensive behaviour does not have to take place several 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.

Bullying

The PTC is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable at our PTC.

Bullying is characterised by repeated, unreasonable behaviour directed at a person, or group of persons, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. Bullying behaviour can include actions of an individual or group.

Whilst generally characterised by repeated behaviours, a one-off instance can amount to bullying.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

- 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.

Bullying includes cyber-bullying which occurs using technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. We will not tolerate abusive, discriminatory, intimidating, libellous, or offensive statements being made online.

If any person believes they are being, or have been, bullied by another person bound by this policy, he or she may make a complaint. (Refer to Attachment 1 of this document)

Responding to complaints

The following policy statements outline the spirit the PTC will adhere to when applying the prescriptive rules in the PTC Constitution, By-laws, or Code of Conduct.

Complaints

Our PTC takes all complaints seriously, however the Complaints Officer or a Committee member must be informed of a complaint within three (3) months of an incident. Our PTC will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously;
- the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

If the complaint relates to sexual assault or other criminal activity, then our PTC may need to report the behaviour to the police and/or relevant government authority.

Complaint handling process

When a complaint is received by our PTC, the person receiving the complaint (e.g. President, Complaints Officer, or any other Committee member) will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

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

- supporting the person complaining to talk to the person being complained about;
- 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 behaviour);
- seeking advice from an external agency (e.g. anti-discrimination agency) and/or
- referring the complainant to an external agency such as a community mediation centre, police, or anti-discrimination agency.

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.

Disciplinary Actions

Our PTC may take disciplinary action against anyone found to have breached our Constitution, By-laws, Policies, or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach, i.e. "*does the punishment fit the crime?*" and
- be determined by our Constitution and By-laws.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology;
- counselling of the individual to address behaviour;
- temporary suspension or termination of membership, participation, or engagement in a role or activity; or

- any other form of discipline that our PTC considers reasonable and appropriate; however, termination of membership (i.e. expulsion) should be considered an extreme punishment.

Ranking levels of misconduct

The following list of suggested penalties are provided as a guideline to assist the disciplinary Committee in its role of deciding suitable penalties that may need to be imposed. These lists are not to be considered as fully inclusive or covering all possible offences.

General Misconduct - is a breach of rules or behaviour considered to be of a minor nature (unless frequently repeated) and will normally incur a verbal or written warning from the Committee, possibly with a demand for full and appropriate corrective action, e.g., a written apology.

Examples of offences that may be considered general misconduct include:

- Discourteous, crude, or offensive behaviour at PTC events;
- Conduct of an unsafe nature;
- Offensive disregard for equipment or property;
- Failure to comply with or adhere to the PTC Constitution, By-laws, Code of Conduct, or policies;
- Any other actions of similar gravity to the above, at the discretion of the Committee.

Repetition of the above offences or failure to comply with any demands made in writing by the Committee may result in further action involving a disciplinary hearing.

Serious Misconduct - is an offence of such gravity that in the opinion of the Committee it warrants a disciplinary hearing where suspension for a period may be considered.

Examples of offences, which may be considered as serious misconduct include:

- General misconduct offences above if especially grave or repeated;
- Deliberate or consistent breaches of PTC rules, By-laws, Code of Conduct, or policies;
- Theft or misappropriation of PTC or member, guests, visitor assets;
- Use of threatening or abusive behaviour;
- Discrimination, harassment, or bullying;
- Presenting false and malicious allegations, or vexatious¹ complaints;

¹ A vexatious complaint is one that is pursued, regardless of its merits, solely to harass, annoy or subdue somebody; something that is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted. Or the complainant persists in pursuing a complaint which has already been investigated and provides no new or material information. Or complainant seeks to prolong contact by continually changing the substance of a complaint or by continually raising further concerns or questions whilst the complaint is being addressed. Or the complainant makes excessive contact with the Committee or



- Using social media to post inflammatory, or insincere, or defamatory comments concerning PTC events, or Committee, or members;
- Any other action, which in the opinion of the Committee may bring the PTC into disrepute.

seeks to impose unreasonable demands or expectations on resources, such as responses being provided more urgently than is reasonable or necessary.

Gross Misconduct – include unlawful behaviour that involves or could lead to significant harm, and includes criminal behaviour (e.g., physical assault or sexual assault) and any other issues that our state or national bodies request to be referred to. Or actions that results in significant damage to the PTC reputation or financial wellbeing. Immediate suspension of the offender from the PTC may be necessary. The suspended member will have the right to a disciplinary hearing as soon as this can be arranged but will remain suspended until and unless such a hearing overturns the executive decision.

Examples of gross misconduct are:

- Serious misconduct offences above if especially grave or repeated.
- Physical violence of assault towards other persons at a PTC, including serious threatening, intimidating or forceful behaviour, stalking or predatory behaviour.
- Other acts that are of an extremely serious nature perpetuated against the PTC, its members, visitors, or guests.

Attachment 1: Complaints Procedure

A complaint can be about an act, behaviour, omission, situation, or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. Complaints will always vary. They may be about individual or group behaviour; they may be extremely serious or relatively minor; they may be about a single incident or a series of incidents; and the person about who the allegation is made may admit to the allegations or emphatically deny them.

A complaint may be expressed informally or as a formal written statement.

Given all the variables that can arise, the PTC provides a step-by-step complaint procedure that people may use/enter at any stage. The PTC procedure follows the Associations Incorporation Act 2015 and is prescribed in the PTC Constitution and By-laws. A flow chart of this process is presented at the end of this attachment. Individuals to which this policy applies may also pursue their complaint externally under other relevant legislation.

All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

Procedures for handling allegations of discrimination & harassment

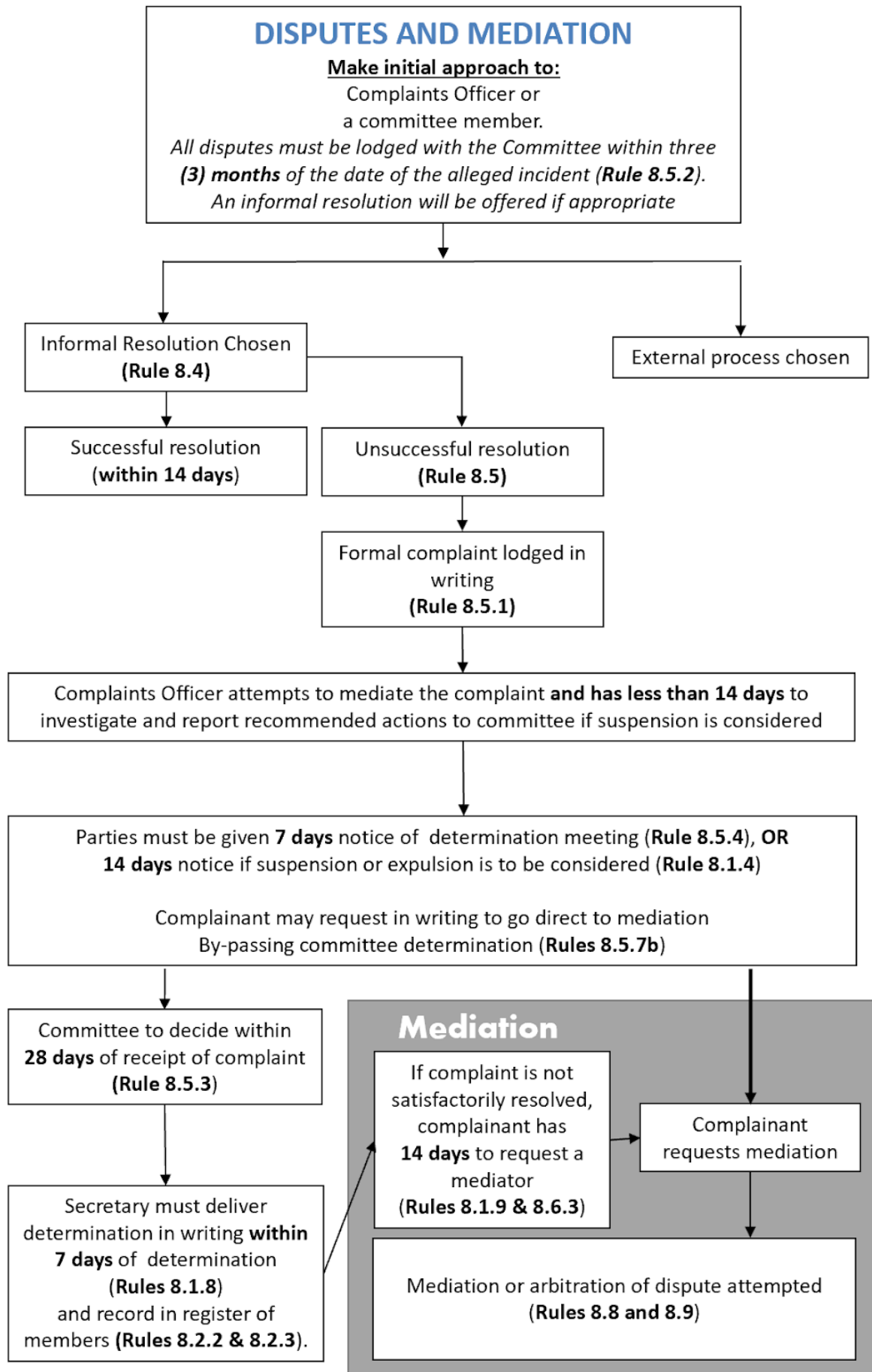
PTC undertake to deal with any complaints brought to us sensitively, promptly and respecting the privacy rights of individuals concerned. Should a complaint arise, the PTC encourages the complainant to consider the following options:

- The complainant may wish to approach the person(s) causing the problem and ask them to stop the behaviour. If the behaviour continues - or if it is not reasonable to approach the person then contact a Committee member.
- Where there is a breach of conduct in respect of discrimination, harassment, or victimisation, then the matter should be brought to the attention of the Complaints Officer or a Committee member.
- If the complainant chooses to proceed, a designated person (e.g. the Complaints Officer) will examine the complaint. The purpose of enquiry is to establish the veracity and rank of the alleged misconduct and what action should be taken to resolve the matter.
- If the complainant requests to take action concerning the complaint, this Officer's role is to:
 - Inform the alleged harasser, and interview both parties separately
 - Confidentially and impartially keep accurate records of the process
 - Attempt mediation/conciliation where appropriate
 - Achieve resolution and follow-up.



- If no resolution is achieved, the Officer will give all records to the Committee, who will determine the appropriate course of action.
- If the complainant chooses not to pursue or to withdraw the complaint, the PTC nevertheless has a legal responsibility to maintain a harassment-free environment. The Officer must therefore determine whether the alleged harassment is serious enough to warrant an investigation by PTC.
- If the complaint is not resolved, the complainant may put a written complaint to an external organisation for mediation and/or arbitration (e.g. the Federal/State/Territory Equal Opportunity or Anti-Discrimination agency).

Both complainant and alleged harasser may pursue advice or action from an external authority at any stage of the complaint procedure. The Federal or WA Equal Opportunity or Anti-Discrimination agency is the authority responsible for receiving complaints of unlawful discrimination or sexual harassment.



Attachment 2: Mediation

Mediation is a process by which people who are in conflict can be helped to communicate with each other about what is important for them and how to make decisions about resolving their dispute. Mediators provide a supportive atmosphere and method of talking to one another, to assist in sorting out the issues, coming up with acceptable solutions and making mutually satisfactory agreements.

This attachment outlines the general procedure of mediation that will be followed by the PTC.

- (1) The people involved in a formal complaint (complainant and respondent(s)) may work out their own resolution of the complaint or seek the assistance of a neutral third person or a mediator. Mediation may occur either before or after an investigation of the complaint.
- (2) Mediation (getting those involved to come to a joint agreement about how the complaint should be resolved) will only be recommended:
 - (a) After the complainant and respondent have had their chance to tell their version of events to the Complaints Officer; and
 - (b) The Complaints Officer does not believe that any of the allegations warrant any form of disciplinary action – proven serious allegations will not be mediated, no matter what the complainant desires; and
 - (c) Mediation looks like it will work (i.e. the versions given by the complainant and respondent tally or almost tally and/or at the very least, it looks as though it will be possible for each party to understand the other party's point of view).
- (3) Mediation will not be recommended if:
 - (a) The respondent has a completely different version of the events and they won't deviate from these;
 - (b) The complainant or respondent are unwilling to attempt mediation; or
 - (c) Due to the nature of the complaint, the relationship between complainant and the respondent(s) and any other relevant factors, the complaint is not suitable for mediation.
- (4) Any agreed professional fees charged by a mediator will be evenly shared by both parties.
- (5) Professional fees advocating for specific party will be borne by that party.

Attachment 3: Reporting Requirements and Documents

RECORD OF COMPLAINT

Name of person receiving complaint		Date
Complainant's name		
Complainant's contact details	Phone:	Email:
Complainant's role/status in PTC	<ul style="list-style-type: none"> • Member • Committee • Teacher • Visitor • Guest • Other 	
Name of person complained about		
Person complained about role/status in PTC	<ul style="list-style-type: none"> • Member • Committee • Teacher • Visitor • Guest • Other 	
Location/event of alleged issue		
Description of alleged issue		



<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<ul style="list-style-type: none"> • Harassment • Sexual/sexist • Sexuality • Physical abuse • Other..... • Discrimination • Personality clash • Race • Religion • Victimization • Verbal abuse • Bullying • Disability
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	