



TOOWOOMBA MASTERS SWIMMING CLUB

POLICY: MEMBER CODE OF CONDUCT

As a member of Toowoomba Masters Swimming Club (QTW), you must abide by the following code of conduct during any activity held or sanctioned by QTW or Masters Swimming Australia (MSA) and its affiliates.

RESPECT

- Respect the rights and worth of every person, regardless of their age, race, gender, ability, cultural background, sexuality or religion.
- Be fair and considerate with members and coaches.
- Uphold QTW's zero tolerance to harassment, bullying and abuse towards or from members, as outlined in the QTW Member Protection Policy which is available on the QTW website.
- Refrain from behaviour that may bring QTW into disrepute.

COMPETITIONS

- Compete with integrity and fairness.
- Respect officials and accept their decisions.
- If you have an issue, raise it in a professional way with your coach or a committee member after the event.
- Make sure any spectators who accompany you to events are aware of the code of conduct.

SOCIAL MEDIA

- Do not use your involvement with QTW to promote your own beliefs, behaviours or practices where these are inconsistent with those of QTW or MSA. QTW social media sites are for posting positive stories.
- Criticism or complaints should be addressed through the QTW Complaints Policy.

PEOPLE UNDER 18 years of age

Although members must be 18 years of age or older, younger people are often present at swimming and training venues. At these times, members must

- Demonstrate a high degree of individual responsibility when persons under 18 years of age are present.
- Avoid unaccompanied and unsupervised activities with persons under 18 years of age.

COMPLAINTS

If you have any issues, concerns or complaints, please raise them with a Complaints Committee Member or any other committee member as soon as possible. QTW is committed to continual improvement and will handle feedback confidentially and promptly. Please see the QTW Complaints Policy, available on the website, for further information.

COACHES

- QTW coaches are volunteers and should be treated with respect.
- The role of coaches is to help each member to reach their potential and encourage them with positive and constructive feedback. These are group training sessions and coaches cannot provide dedicated stroke correction.
- Feel free to talk to the coaches before or after the session if you have any issues with the feedback you are given.

QTW may use photos of members for promotion and social media. If you do not consent to this, an email informing QTW must be sent to secretary@tadpoles.org.au when joining or renewing annual membership.