



Club Operating Guide



HURRICANES SOFTBALL CLUB 2023/24



Contents

1.	<u>DOCUMENT'S INTENT</u>	3
2.	<u>DOCUMENT'S AUTHORITY</u>	3
3.	<u>ASSURANCE PROCESSES LINKED WITH THE DOCUMENT</u>	3
4.	<u>CLUB PRINCIPLES FOR ITS CONDUCT</u>	3
4.1	<u>KEY MESSAGES</u>	3
4.2	<u>SAFETY</u>	3
4.3	<u>INCLUSIVE (ON AND OFF THE FIELD)</u>	4
4.4	<u>SKILL DEVELOPMENT</u>	4
5.	<u>CLUB COMMITTEE POSITIONS</u>	4
6.	<u>COMMITTEE ROLES AND RESPONSIBILITIES</u>	5
6.1	<u>ROLE OF THE EXECUTIVE COMMITTEE</u>	5
6.2	<u>RESPONSIBILITIES OF THE EXECUTIVE COMMITTEE</u>	5
7.	<u>CLUB ROLES</u>	5
7.1	<u>PRESIDENT</u>	6
7.2	<u>VICE PRESIDENT</u>	6
7.3	<u>SECRETARY</u>	6
7.4	<u>TREASURER</u>	6
7.5	<u>REGISTRAR</u>	6
7.6	<u>GENERAL EXECUTIVE COMMITTEE MEMBERS</u>	7
8.	<u>COMMITTEE POSITIONS - ESSENTIAL</u>	7
8.1	<u>VOLUNTEER MANAGEMENT</u>	7
8.2	<u>EQUIPMENT COORDINATOR</u>	7
8.3	<u>UNIFORM AND MERCHANDISE COORDINATOR</u>	7
8.4	<u>CANTEEN AND UMPIRE COORDINATOR/S</u>	8
8.5	<u>JUNIOR, MEN'S AND WOMEN'S COORDINATORS</u>	8
8.6	<u>TEAM MANAGER</u>	8
8.7	<u>TEAM COACH</u>	8
8.8	<u>TEAM SCORER</u>	8
8.9	<u>SPONSORSHIP COORDINATOR</u>	8
8.10	<u>MEDIA AND ADVERTISING COORDINATOR</u>	8
8.11	<u>FUNDRAISING AND SOCIAL EVENTS COORDINATOR</u>	9
8.12	<u>RECRUITMENT OFFICER</u>	9
9.	<u>COMMITTEE POSITIONS – DESIRABLE</u>	9
9.1	<u>FIRST AID COORDINATOR</u>	9
9.2	<u>SAFETY AND RISK MANAGEMENT OFFICER</u>	9
9.3	<u>GRANT COORDINATOR</u>	9
10.	<u>TRAINING AND EDUCATION</u>	9
11.	<u>PROGRAMS</u>	10



Club Operating Guide



<u>12.</u>	<u>MANAGING JUNIORS</u>	11
<u>13.</u>	<u>TEAM RESPONSIBILITIES</u>	12
<u>14.</u>	<u>EQUIPMENT ACCESS</u>	12
<u>15.</u>	<u>PRIZES AND AWARDS</u>	13
<u>16.</u>	<u>DISPUTE RESOLUTION PROCESS</u>	13
<u>16.1</u>	<u>INVESTIGATION PROCESS</u>	15
<u>16.2</u>	<u>APPEALS</u>	16
	<u>ANNEX A – POSITION OUTLINE: PRESIDENT</u>	17
	<u>ANNEX B – POSITION OUTLINE: VICE PRESIDENT</u>	19
	<u>ANNEX C – POSITION OUTLINE: SECRETARY</u>	21
	<u>ANNEX D – POSITION OUTLINE: TREASURER</u>	24
	<u>ANNEX E – POSITION OUTLINE: REGISTRAR</u>	26
	<u>ANNEX F – POSITION OUTLINE: EQUIPMENT COORDINATOR</u>	28
	<u>ANNEX G – POSITION OUTLINE: UNIFORM AND MERCHANDISE COORDINATOR</u>	30
	<u>ANNEX H – POSITION OUTLINE: CANTEEN & UMPIRE COORDINATOR/S</u>	32
	<u>ANNEX I – POSITION OUTLINE: JUNIOR, MEN'S AND WOMEN'S COORDINATORS</u>	33
	<u>ANNEX J – POSITION OUTLINE: TEAM MANAGER</u>	34
	<u>ANNEX K – POSITION OUTLINE: TEAM COACH</u>	35
	<u>ANNEX L – POSITION OUTLINE: TEAM SCORER</u>	37
	<u>ANNEX M – POSITION OUTLINE: SPONSORSHIP COORDINATOR</u>	38
	<u>ANNEX N – POSITION OUTLINE: MEDIA & ADVERTISING COORDINATOR</u>	40
	<u>ANNEX O – POSITION OUTLINE: FUNDRAISING & SOCIAL EVENTS COORDINATOR</u>	41
	<u>ANNEX P – POSITION OUTLINE: RECRUITMENT OFFICER</u>	42
	<u>ANNEX Q – POSITION OUTLINE: FIRST AID COORDINATOR</u>	43
	<u>ANNEX R – POSITION OUTLINE: SAFETY & RISK MANAGEMENT OFFICER</u>	44
	<u>ANNEX S – POSITION OUTLINE: GRANT COORDINATOR</u>	45
	<u>ANNEX T – INTRODUCTION LETTER TEMPLATE</u>	46
	<u>ANNEX U – INVESTIGATION PROCESS: ADVISING OF A COMPLAINT</u>	48
	<u>ANNEX V – INVESTIGATION PROCESS: REQUESTING INFORMATION</u>	49
	<u>ANNEX W – INVESTIGATION PROCESS: REQUEST FOR WITNESS SUPPORT</u>	50
	<u>ANNEX X – INVESTIGATION PROCESS: COMPLAINANT FEEDBACK</u>	51
	<u>ANNEX Y – INVESTIGATION PROCESS: INVESTIGATION REQUEST (TEMPLATE)</u>	52
	<u>ANNEX Z – INVESTIGATION PROCESS: REVIEW OUTCOME (TEMPLATE)</u>	53



Hurricanes Softball Club Operating Guide

1. DOCUMENT'S INTENT

Sports club volunteers carry not only the hopes, dreams and expectations of the club members but also a lot of responsibility. If few volunteers are also doing most, if not all, the day-to-day work around the club, then we do not have time to focus on the broader club responsibilities or delivery of the club's strategic objectives. A volunteer doing "all the work" is likely to suffer burn-out and rarely is it preparing the next generation of volunteers.

One of the key focuses of our Club Board of Directors is to create a culture of volunteering at our club.

At Hurricanes, we endeavour to provide a respectful, family friendly club that allows all families to be involved in the running and have a voice within our club.

2. DOCUMENT'S AUTHORITY

This document is authorised under in line with the Club's Executive Committee (Board of Directors) mandate as prescribed here and within the Constitution. A list of the Board of Directors for the season can be found on the Hurricane's website.

3. ASSURANCE PROCESSES LINKED WITH THE DOCUMENT

This document is updated annually after each AGM in conjunction with the relevant stakeholder positions noted. Any questions regarding this document should be directed to the Club Secretary or an Executive Committee member (Board Director).

4. CLUB PRINCIPLES FOR ITS CONDUCT

As a softball club, the intent of the Executive Committee, its members, volunteers and supporters is to support the conduct of the game and how the Hurricanes participate within Softball ACT. Its principles include:

4.1 KEY MESSAGES

Our program will:

- encourage enjoyable, safe, inclusive, and challenging experiences for all players to support long lasting participation in our sport
- enable all players to equally (both during training and games) acquire developmentally appropriate general and softball specific fitness and skills
- provide a pathway to elite sport
- build individual confidence and team unity.

4.2 SAFETY

Injuries can happen when participating in sport (for example in our sport a player can be injured by getting hit by a ball or being hurt when sliding).



Safety first

Coaches will do everything they can to reduce the risk of players being injured through:

- ground checks
- providing an appropriately targeted training program
- ensuring compliance with safety measures (including the use of safety equipment)
- complying with any safety conditions.

Individual and social confidence

- Coaches will focus on individual and team wellbeing by providing a positive and encouraging environment and promoting inclusive social experiences.
- Players are expected to come to all trainings with protective equipment and to listen and follow all instructions especially safety instructions.
- Players are also expected to respect and include their team mates.

4.3 INCLUSIVE (ON AND OFF THE FIELD)

- All players are equally valuable.
- Attention at training, diamond time and all social interactions will reflect this.
- Team unity will be a key focus.
- Every player will know their role in the team.

4.4 SKILL DEVELOPMENT

Our training sessions will be:

- Well prepared and targeted to the skill level of the squad / team. We want everyone busy as much as possible – learning is by **do**ing not watching
- Interesting, fun and challenging
- Focused on basic skill development – as a building block - we will introduce more advanced skills and strategy once the prerequisite skills are able to be executed. This is why it is important to attend as many training sessions as possible so you don't miss out on new skills or team strategies.

5. CLUB VOLUNTEER POSITIONS

The following are positions required by Hurricanes Softball Club to enable our club to maintain a high level of player and family satisfaction and ensure that the Club can be sustained well into the future.

- Media/Advertising Coordinator (1 or shared position)
- Sponsorship Coordinator (1 or shared position)
- Uniform & Merchandise Coordinator (1 or shared position)
- Equipment Coordinator (1 or shared position)
- Canteen & Umpire Coordinator (1 or shared position)
- Junior, Men and Women Coordinators (3 positions)
- Fundraising and Social Events Coordinator (1 or shared position)
- Recruitment Officer (1 or shared position)



- Coaches (multiple positions)
- Team Managers (multiple positions)
- Team Scorers (multiple positions)

The following positions are desirable to ensure that the Club can continue to grow.

- First Aid Officer (1 position)
- Safety & Risk Management Officer (1 position)
- Grant Coordinator (1 or shared position)

6. COMMITTEE ROLES AND RESPONSIBILITIES

6.1 ROLE OF THE EXECUTIVE COMMITTEE – BOARD OF DIRECTORS

A club Executive Committee is the group of people, elected according to the rules or constitution of the club to run the club on behalf of the members and to plan strategically and implement measures to ensure the sustainable future of the club.

Objectives of the Club Shall be:

- To foster the game of Softball in the ACT area.
- To provide a safe and enjoyable environment for members to participate in Softball at junior club level, senior club level and provide an outlet for social competition.
- To invest monies of the Club not required for operational measures to purchase assets for the benefit of Members.

6.2 RESPONSIBILITIES OF THE EXECUTIVE COMMITTEE

There are many duties to be covered by a sporting club Executive Committee:

- Comply with all legislation, especially Association Incorporation legislation, Member protection, welfare and safety and fund-raising legislation.
- Ensure the club is run according to its rules (constitution), purpose, policies and procedures. If you are on the Executive Committee it is important that you have a copy of the Constitution and Club rules, understand them thoroughly and assist to run our club according to them. Our Club Constitution defines additional responsibilities for the committee and its office holder.
- Oversee the financial affairs of the club, ensuring the club stays solvent (which simply means being able to pay our clubs bills as and when they become due).
- Ensure the sustainability of the club. Most people link club sustainability simply to financial sustainability, but it also relates to ensuring the club has a sustainable number of participants and volunteers, access to suitable facilities as and when you need them (both for social activities and sport participation) and often overlooked but vitally important is community support.
- Ensure that policies and guidelines that are set down by Softball Australia and Softball ACT are promulgated throughout our club and are adhered to.
- Plan, define and deliver the club's objectives.
- Ensure our members follow our club culture and rules.
- Ensuring the sporting, competitive and social needs of members are met.



- Recruiting, empowering, recognising, rewarding and maintaining club volunteers.
- Creating and implementing a succession plan for all roles within the club, ensuring that the next generation of volunteers are being identified, developed and trained.
- Regularly communicate with club members.
- Collect, protect, maintain and hand over critical club information from one year to the next.

7. CLUB ROLES

Detailed in greater detail within Annexes A-S, below is a brief outline of the essential and desirable positions.

7.1 PRESIDENT

The President is primarily responsible for ensuring the club sets and meets its goals and objectives, is administered according to the Club Constitution, and completes all legal and compliance obligations, refer [Annex A](#).

7.2 VICE PRESIDENT

The role of Vice President generally is to work closely with and support the club President. The Vice President will undertake the duties and responsibilities of the President if the President becomes unavailable for any reason (in accordance with Club Constitution). The Vice President should also provide the President with assistance to develop and implement planning and setting long term goals for the club, refer [Annex B](#).

7.3 SECRETARY

The key responsibilities of the Secretary are to understand the Club Constitution, any Policies and Procedures that are followed by our Club, and ensure the club is run according to these core requirements at all times.

The Club Secretary is generally the clubs nominated representative for the purposes of complying with the Incorporated Associations Act (Public Officer).

The Secretary is also the club officer responsible for managing, collecting, reviewing and disseminating the club's information and knowledge (e.g. policies and procedures, position descriptions etc.). The Secretary is responsible for collecting all the key club information created and used during the year and previous years and should co-ordinate the handover of the information and knowledge to the incoming committee and relevant volunteers, refer [Annex C](#).

7.4 TREASURER

The Treasurer is responsible for ensuring the committee is empowered to manage the financial affairs of the club, is responsible for protection of the club's cash, assets and the volunteers who handle them, ensuring the collection of all revenues and payment of all financial obligations.



The treasurer must also ensure that all financial transactions are recorded in the club's accounts and producing the club's financial reports for presentation to the committee, the members at the AGM, as well as complying with all financial reporting obligations contained in the Club Constitution and the Incorporated Associations legislation, refer [Annex D](#).

7.5 REGISTRAR

The role of the Club Registrar is to supervise and be responsible for the proper registration of all members within the club. This involves all elements of the registration process, including the conduct of sign-up days and the proper recording of individual details and maintaining up to date records for each member. Assisting members with their registration to the governing body (Softball Australia through Revolutionise Sport) if required, refer [Annex E](#).

7.6 GENERAL EXECUTIVE COMMITTEE MEMBERS

The 2 x General Executive Committee Roles are encouraged to select one of the following support roles to become their duty.

8. VOLUNTEER POSITIONS – ESSENTIAL

8.1 VOLUNTEER MANAGEMENT

There are a number of key activities that will require volunteer support throughout the season. Where volunteers are not provided, the Club may be subject to penalties, including monetary or forfeiture of points under Softball ACT Competition Regulations.

Roles can be shared between multiple people if preferred.

The volunteer coordinators will provide information, resources (as appropriate) and education/training in the conduct of these roles. Team Managers and parents are essential in reducing the impost of these requirements across a 'few' volunteers. This can be assisted with clear expectation management conducted at the commencement of the season coupled with pointed reminders throughout. This can be supported by:

- Early engagement with families in regards to responsibilities
- Release of an 'expectations' letter (re: below) to families
- Notification via social media (inclusive of celebrating them regularly)
- Information source (e.g. Stack Team App, WhatsApp, etc.)
- Active engagement with families by Team Manager and coordinators
- Celebration/recognition of our volunteers through social media.

8.2 EQUIPMENT COORDINATOR

The primary role of the Equipment Coordinator is to maintain safe operation and longevity of club equipment. The role generally encompassed the acquisition, management and protection of club equipment. This is an important role and can be shared between more than one person if preferred, refer [Annex F](#).



8.3 UNIFORM AND MERCHANDISE COORDINATOR

The Uniform & Merchandise Coordinator is responsible for the stock management and sales of all clothing, apparel and merchandise sold by the club. The Uniform & Merchandise Coordinator will be involved in obtaining quotes for the committee for the purchase of new uniforms and merchandise, refer [Annex G](#).

8.4 CANTEEN AND UMPIRE COORDINATOR/S

The primary function of the role/s is to ensure that any allocated Hurricanes duties from Softball ACT are covered appropriately with volunteers, refer [Annex H](#).

8.5 JUNIOR, MEN'S AND WOMEN'S COORDINATORS

The primary function of these roles is to ensure that all divisions have a coordinator to support players and officials throughout the season, within their relevant divisions, refer [Annex I](#).

8.6 TEAM MANAGER

The role of the Team Manager is to represent the team on behalf of club management and ensure all team members are kept up-to-date with club requirements and communications.

In addition, the Team Manager looks after the team, ensuring that any administrative or operational planning activities are completed, refer [Annex J](#).

8.7 TEAM COACH

The role of the Team Coach is to help players develop skill and positive attitudes to physical activity and sport in general.

Each Team Coach should be able to communicate and have organisational skills. The Team Coach (depending on the level of the team) should have sound knowledge about the rules and skills of the game to be able to organise team players so that they gain benefit from involvement, refer [Annex K](#).

It is recommended that the management of relationships with players and families take place at the commencement of each season. This may be conducted in a face-to-face or online format or as a for information letter, an example letter is provided at [Annex T](#).

8.8 TEAM SCORER

The role of the Team Scorer is to provide the team line up, score each game for their team and ensure the final score is agreed by the umpire/other team. Depending on the level of the game, statistics may be required by the Coach, refer [Annex L](#).

8.9 SPONSORSHIP COORDINATOR

The role of the Sponsorship Co-ordinator is to attract and retain club sponsors, refer [Annex M](#).



8.10 MEDIA AND ADVERTISING COORDINATOR

The Club Media and Advertising Coordinator essentially creates the ‘face’ of the club. Working very closely with the President to ensure the club values and goals are always being portrayed accurately. Providing the information and stories for the local media such as any local newspapers as well as social media coverage on Facebook, Instagram and the Club website. Effective use of social media will also support and drive the achievement of many of the club’s goals and objectives, refer [Annex N](#).

8.11 FUNDRAISING AND SOCIAL EVENTS COORDINATOR

The role of the Fundraising & Social Events Coordinator is to coordinate the fundraising or social activities for the club. Ideally the Fundraising and Social Events Coordinator would work with the Treasurer to identify the budgets and if the event is to be used as a fundraiser or simply a good will club event.

The Fundraising & Social Events Coordinator would work directly with the President and “recruit” groups of people to assist in the development and successful implementation of each of the social or fundraising activities, refer [Annex O](#).

8.12 RECRUITMENT OFFICER

The role of the clubs Recruitment Officer is to promote the club within the community with the view to attracting and registering players to the club, refer [Annex P](#).

9. COMMITTEE POSITIONS – DESIRABLE

9.1 FIRST AID COORDINATOR

The First Aid Coordinator is responsible for the First Aid services and equipment required at training, games and other club activities. The First Aid Officer must ensure all teams have access to adequate and fully stocked first aid kits and any other necessary safety equipment, refer [Annex Q](#).

9.2 SAFETY AND RISK MANAGEMENT OFFICER

The Safety and Risk Management Officer is responsible for the coordination of risk management, safety and health matters for all players, supporters, officials, members and visitors, refer [Annex R](#).

9.3 GRANT COORDINATOR

The Grant Coordinator works very closely with the President to ensure any opportunities. The expectation is that the Grant Coordinator will proactively review relevant social media advertising for grant opportunities, refer [Annex S](#).

10. TRAINING AND EDUCATION

The Club will support the development of volunteers in key roles through informal and formal opportunities.



Coaches. Head Coaches are required to hold (or be in the process of acquiring) Softball Australia's formal level 1 coach qualification. Upon appointment, the volunteers may be financially subsidised by the Club in the gaining of the qualification – upon completion. Where practical sessions are required, the Club will seek to facilitate opportunities. The Club will further provide ad hoc support or informal developmental opportunities – notably the Club should provide an initial coaching session prior to the commencement of the season.

Administrative roles. Team managers are to be supported in understanding their role and responsibilities. The Club is to facilitate informal development opportunities prior to the commencement of the season or as required.

Statisticians. Scorers are to be supported in understanding their role and responsibilities. The Club is to facilitate informal development opportunities prior to the commencement of the season or as required. Where the scorer is interested in further formal development, the Club will facilitate such training and may reimburse the volunteer upon successful completion of the course.

Umpires. While there is a formal umpire development program, the Club is to prepare volunteers to conduct club-level umpiring duties. In support of this, the Club will facilitate an umpire responsibilities session during the season with the support of SUAECT.

11. PROGRAMS

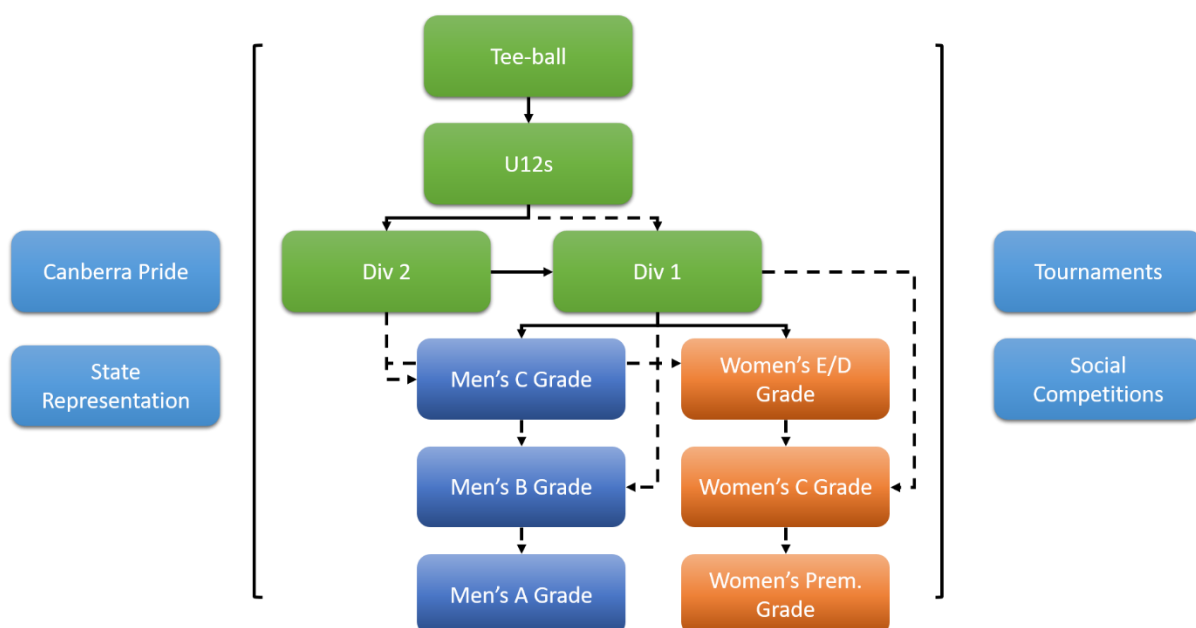
The Club is to actively promote the following competitions:

- Senior Men's
- Senior Women's
- Junior's
- Social competition.

Progressive development. The Club is to encourage and develop players to play across a continuum of grades and competitions, in line with their personal preferences and ability. While an elite softball player program may support some members, it must be recognised that a development program should incorporate a preference for social playing as well. In order to support both streams, a suggested pathway program is outlined as:



Club Operating Guide



Within the brackets, the Hurricanes participates in Club-level competitions. Progress is dictated by age, ability and preference (the last two are identified by the dashed lines). On the left is an external development program for elite-level participation that may be engaged in from under 12s. On the right is an outline of external social development opportunities that may be engaged in from tee-ball through to senior grades.

The Club is to actively support all players, officials and families to participate at a level that is commensurate with the players' ability and willingness. While players may 'play up' a level, teams are encouraged not to seek players from senior levels. The intent is to develop our players through positive encouragement and opportunities. Where coaches identify suitable personnel, they should discuss potential progression with the Club and other coach. Similarly, all players should be encouraged to participate in either the Canberra Pride program, tournaments (e.g. Skins) and/or social competitions hosted by Softball ACT. Where a group of players is identified as prepared to progress, the Club may organise other developmental opportunities.

Where the Hurricanes is unable to support direct progression (e.g. the Club does not have a premier grade team) consultation should be had with other clubs.

Junior players are encouraged to play for men's or women's level teams where they hold an appropriate level of ability. While the logical progression may be to play D or C grade after Division 1 (eqv), appropriately skilled players may play at a higher level.

There is no set linear format for player progression and the Club will actively encourage participation at all levels. The Club will advertise opportunities as they arise in a suitable medium.



12. MANAGING JUNIORS

When managing minors (players and officials registered as children), it is important that their safety and well-being is paramount for all associated Club personnel.

Associated requirements include:

- All adult coaches, scorers, managers, umpires and coordinators are to hold a current ACT Working with Vulnerable Peoples card
- Where an application is in process, the individual is to be supported with their role by a Club member who holds a card
- Team Managers working with the Junior Coordinator will outline the requirement for the card at the commencement of the season
- The Junior Coordinator will confirm the status of applications and provide feedback to Softball ACT
- Ad hoc parental support of isolated activities (e.g. first-base umpire) will be conducted under supervision of an appointed volunteer (who holds a card)
- Parental supervision/support on the playing diamond is to be discouraged and in certain circumstances are restricted from diamond area (i.e. during softball games).
- Where, during the conduct of training and playing, children need to temporarily leave the area (e.g. going to the toilet), a team official is to be advised of and monitor departure and return
- Children are not to be left waiting alone after playing or training (e.g. awaiting collection by a parent who has not yet arrived)
- Club officials will notify parents/guardians of any identified concerns or incidents promptly
- Where Club officials have concern over the welfare of an individual they are responsible for accurate and prompt reporting – where concern or doubt exists it is important to confer prior to notifying any authorities
- Parental/Guardian consent will be sought at the commencement of each season in regards to the usage of images of children for Club official purposes
- Parents are discouraged to be in the dug-out or on the diamond during training or playing.

13. TEAM RESPONSIBILITIES

Individual teams are responsible for the management of playing and training areas. Managers and coaches are encouraged to give responsibility to players to carry out the following tasks:

- Ground preparation
- Set up training areas
- Dug-out clean up
- Address trip hazards
- Collect or return equipment
- Depart the dug-out promptly after games
- Provide umpires (as required).



All teams at all levels are expected to perform these responsibilities. If a team seeks to employ an alternate approach, they may do so at their expense but must be mindful that any liability may rest with them.

14. EQUIPMENT ACCESS

While players are encouraged to have their own playing equipment, the Club does hold individual and team equipment/resources to assist with managing, scoring, training and playing. These items are available through the respective level coordinators or team managers and may be collected from the storage container located at the diamonds. Available equipment includes:

- Tees
- Bases
- Balls
- Bats
- Helmets
- Catching equipment
- Team sheets (for game day)
- Score books and stationery
- Team kit bags.

15. PRIZES AND AWARDS

The Club will conduct a prize and awards ceremony at the completion of each season. The Club will organise and conduct the activity in line with Executive committee consensus and a nominated individual/s will coordinate. A raised function committee will organise/prepare:

- Venue
- Catering
- Scheduling
- Coordination with other competitions (as required)
- Advertising
- Funding
- Sourcing and engraving trophies.

As part of the prizes and awards, each team is responsible for identifying players who represent the intent of targeted awards (e.g. MVP, coaches award). The Club will issue eligibility criteria prior to the function to coaches and managers. Team sheets are an essential component for identifying players as part of the weekly best on ground votes.

The Club will nominate players for Softball ACT awards based upon feedback sought from coaches and managers' feedback.

16. DISPUTE RESOLUTION PROCESS

It is anticipated that disputes may occur as part of proceedings throughout a season or as part of pre/post season preparation. It is important that the Club maintain a



single standard (zero) in regards to tolerance of negative behaviour and employs an effective and transparent process in the management of any resulting disputes.

A dispute is defined here as a formally notified disagreement (inclusive of complaints) from any person with regards to:

- A decision made by an official¹ of:
 - The Hurricanes Softball Club
 - An official of another softball club
 - An associated official of another program (e.g. tournament organiser; Canberra Pride)
- A decision made by an organisation (e.g. a panel/board determination)
- An official of a registered softball organisation (e.g. Softball ACT; Softball NSW; etc.)
- A behaviour demonstrated by an official
- A behaviour demonstrated by a spectator
- A behaviour demonstrated by a player.

Where a dispute is raised publically or officially, the Club is to act appropriately, promptly and transparently in order to protect the complainant, the alleged perpetrator, affected persons, Club reputation and the reputation of any associated organisations.

Pending the delivery/identification of a dispute/complaint and associated investigation (discussed below), the Club is to apply the following principles to achieving a resolution:

- Protection of individuals (physical or welfare)
- Supporting access to appropriate support (e.g. medical)
- Prompt action
- Escalation to other organisations, as required
- Objective review
- Formal review
- Transparency of conduct
- Recording of outcome
- Notification of outcomes, as determined as required
- No individual is exempt from being reviewed
- Address the dispute at the lowest acceptable level as possible.

Mediation. In order to resolve a dispute, the Club may need to organise and facilitate mediation. In line with the investigation process, the Club will determine the associated terms of reference with relevant parties prior to mediation.

Complaints. A complaint is to be considered actionable where:

- It is formally raised with an official of the Club (in any medium)
- It is publicly aired (e.g. through social media).

¹ An official is defined as anyone registered to or acting in an executive, committee, volunteer, umpire role for a registered organisation



The nature of the issue may not need to be formally complained against but because of its severity or publicity may be raised on behalf of the Club where it relates to a protective issue or has reputational implications against the Club or sport.

A dispute or complaint may be raised by any person whether they are the aggrieved individual/s or on their behalf.

Any complaint regarding poor behaviours should be placed in writing (via email or letter) to the Club President (otherwise known as Managing Director) or Club Competition Coordinators (lead official). Once received, they will review the complaint and see if a Club judiciary panel is required to be stood up or a simple warning is sufficient.

The lead panellist should review the complaint against SACTs disciplinary regulations or if not covered within that document the SA disciplinary regulations. In addition, the club adheres to the SA Illicit Drugs in Sports Policy [p7hoewfdcv7ecemg.pdf](#) ([revolutionise.com.au](#)).

Should an infraction occur, and the lead official decides to stand up a panel, they will need to notify the Club President and commence the investigation process outlined below.

If the complaint does not require suspension, termination, or the lead official deems a warning will suffice then the lead official should flag this with the President and written notification drafted. An example of written notification is provided in [Annexes U-X](#).

The President should ensure for record keeping purposes a spreadsheet of complaints and offending behaviour is maintained.

16.1 INVESTIGATION PROCESS

Where a dispute or complaint is identified/raised to an official of the Club the following process is to be applied:

- Recognition of an issue (or receipt of a complaint) is made by the Club
- Determination of welfare or protection is made and actioned, as applicable (e.g. medical support)
- The Club will designate a support member², where required
- The Club will determine the nature of the issue and whether it is to be managed internally (within the Club), externally (e.g. through Softball ACT) or through an external agent (e.g. police)

² A Member Protection Information Officer (MPIO) provides information about the rights, responsibilities and options available to an individual making a complaint in sport. They can also assist sport administrators and complaint handlers on Member Protection Policy. MPIOs are impartial and don't mediate or investigate complaints.

The MIPO contact details are listed on the club website [www.hurricanessoftball.com.au](#) or you can request them via [hurricanessoftball@outlook.com](#).



- Where to be managed through externally (e.g. Softball ACT), the Club will designate an individual to draft a formal dispute which will be executed through the Executive Committee (example at [Annex Y](#))
- Where managed internally, the Executive Committee will nominate an investigator
- This investigator will:
 - Gather evidence /information relevant to the issue³
 - Review the information against the SACT disciplinary regulations
 - Propose whether the investigation should be:
 - Ceased due to lack of evidence
 - Ceased due to a finding of no substance to the complaint
 - Initiation of mediation
 - Referral to external review due to severity of issue
 - Raising of an independent panel review.
 - Where a panel is raised a terms of reference will be identified to provide scope to the panel's limitations of review and determination.
- Investigation findings are to be raised through the Executive Committee prior to deliberation and actioning
- Findings are to be arrived at objectively and results are to be commensurate with the nature of the issue⁴
- Without breach of confidentiality all relevant parties are to be advised that a resolution has been achieved – release of associated details is to be subject to potential sensitivities
- Where a party is dissatisfied they may seek to raise a redress against the determination through the Club or Softball ACT
- The Club is to support any such redress
- Results are to be recorded and kept in a manner that will ensure confidentiality.

An example of a panel review is provided at [Annex Z](#).

16.2 APPEALS

If an appeal is required, new evidence will need to be provided to the Club. If the President was the lead official on the panel, this will be delegated to Vice President.

Any appeal must be received within 48 hours of the outcome notification of panel decision being received and should include all new evidence and any associated witness statements.

³ Inclusive of witness statements (where required)

⁴ It is important that when selecting suitable people for the panel for there to be a gender balance, but also ensure that there is coverage from across the club and that the people on the panel are impartial. If the infraction occurs within the Junior teams, then the Seniors will be required to review this and vice versa. For transparency it should be that whatever team the issue occurs in, that team is removed from the judicial process.



ANNEX A – POSITION OUTLINE: PRESIDENT

The President is primarily responsible for ensuring the club sets and meets its goals and objectives, is administered according to the Club Constitution, and completes all legal and compliance obligations.

The general responsibilities of the President are wide and varied and may include, but certainly not limited to the following responsibilities.

Knowledge

To successfully undertake the role of President the roles requires the person:

- To be well informed of all club activities, especially those of all sub committees (committees can only be formed on agreement of Executive Committee/Club Directors).
- Have a good working knowledge of the Club Constitution, policies and procedures as well as the duties of all office holders.
- Strong understanding of the legal and compliance obligations of running the club.

Governance

Key governance responsibilities include ensuring the club:

- Defines and documents its club culture and behaviours and continually communicates them to members, players, coaches, supporters and volunteers.
- Ensures the club has clearly defined goals and objectives and documented strategies and implementation plans on how they will be achieved.
- Implements strong financial controls to protect the cash and assets of the clubs as well as the volunteers handling the cash.
- Ensures the committee receive accurate financial reporting and budgets.
- Ensure compliance and legislative obligations are meet.
- Ensure the health and safety of all club participants.
- Ensure all complaints and disputes are immediately investigated and responded to according to club and Softball ACT policies and procedures.
- All club positions, roles and sub committees (if formed) are reviewed annually.
- All club activities are documented in operations manuals, policies and procedures as required.
- Ensure volunteers are trained and supported throughout the year to undertake their roles successfully.

Meetings, communication and key relationships

Running meetings and communicating to stakeholders are core responsibilities of a club President including:

- Setting the agenda for each committee and general meeting, including the Club's annual general meeting.
- Chair all committee meetings.
- Chair the annual general meeting.
- Act as a spokesperson for the club and represent it as required.



- Regularly liaise with sub committees to ensure they receive assistance and support as and when they need it.
- Ensure that all sub-committees are regularly reporting to the committee.
- Liaise with all relevant stakeholders/sponsors.
- Ensure committee members, team managers and coaches fulfil their responsibilities to the club.
- Ensure the key stakeholder/sponsor relationships of the club are maintained and nurtured.

Requirements

The President is expected to:

- Always act in the best interest of the members.
- Attend all Committee meetings.
- Undertake the role in good faith and honesty.

If at any stage the President becomes aware of a personal conflict of interest, real or perceived between themselves and the club, they should immediately notify the Club Secretary of the conflict who will immediately inform all other committee members.

All Club Directors must declare any Conflicts of Interest, real or perceived at the commencement of each Board meeting.

End of year Hand Over - Updating key documents

At the end of each year a key activity of the President will review and revise their position description to ensure it continues to reflect the requirements of the role. The updated Position Description must be provided to the Club Secretary prior to the Annual General Meeting each year.

Induction of the Incoming President

An important responsibility of outgoing President is to train, mentor and support the incoming President.

The President must also provide all access codes and login in details for Revolutionise Sport, social media accounts and all other databases etc.

Essential Skills and Requirements

- Must hold or be willing to apply for a Working with Vulnerable People certificate.
- Can communicate effectively.
- Can oversee organisational activities.
- Is aware of the future directions and plans of members.
- Has a good working knowledge of the rules of the club and the duties of all office holders and sub-committees.
- Is a strong supportive leader for all members.
- Able to chair committee or executive meetings.
- A good understanding of the sporting and competition requirements at local, regional and higher levels.
- Unbiased and impartial on all issues.
- Receptive to change and able to adapt as the clubs needs change.



- Dedicated club person.

The estimated time commitment required as the President is an average of 4 hours per week.



ANNEX B – POSITION OUTLINE: VICE PRESIDENT

The role of Vice President generally is to work closely with and support the club President. The Vice President will undertake the duties and responsibilities of the President if the President becomes unavailable for any reason (in accordance with Club Constitution). The Vice President should also provide the President with assistance to develop and implement planning and setting long term goals for the club.

The Vice President should work closely President to support them to undertake the leadership and governance responsibilities of the club as required.

Knowledge

To successfully undertake the role of Vice President the roles requires the person:

- To be well informed of all club activities, especially those of all sub committees.
- Have a working knowledge of the constitution, Club Constitution, policies and procedures as well as the duties of all office holders.
- An understanding of the legal and compliance obligations of running the club.

Governance

The Vice President will assist the President ensure the club undertakes its key governance responsibilities include ensuring the club:

- Maintains great club culture and ensures new members are given guidance and support.
- Has clearly defined goals and objectives and documented strategies and implementation plans on how they will be achieved.
- Understand the financial aspects of the Club.
- Ensure compliance to policies and the health and safety of all club members.
- Ensure all complaints and disputes are immediately investigated and responded to according to club policies and procedures.
- In conjunction with the Executive Committee, ensure club positions, roles and sub committees are reviewed annually.
- Assist where required to ensure volunteers are trained and supported throughout the year to undertake their roles successfully.

Meetings, communication and key relationships

The Vice President will:

- Assist the President to set the agenda for each committee meeting and general meeting, including the club's annual general meeting.

In the absence of the President, the Vice President will:

- Chair committee meetings.
- Chair the annual general meeting.
- Act as a spokesperson for the club and represent it as required.
- Ensure all responsibilities of the President are undertaken as required.



Requirements

The Vice President is expected to:

- Act in the best interest of the members at all times.
- Attend all Committee meetings.
- Undertake the role in good faith and honesty.

If at any stage the Vice President becomes aware of a personal conflict of interest, real or perceived between themselves and the club, they should immediately notify the Club Secretary of the conflict who will immediately inform all other committee members.

End of Year Hand Over - Updating key documents

At the end of each year a key activity of the Vice President will review and revise their position description to ensure it continues to reflect the requirements of the role. The updated Position Description must be provided to the Club Secretary prior to the Annual General Meeting each year.

Induction of the incoming Vice President

An important responsibility of outgoing Vice President is to train, mentor and support the incoming Vice President.

Essential Skills and Requirements

- Must hold or be willing to apply for a Working with Vulnerable People certificate.
- Can communicate effectively.
- Can oversee organisational activities.
- Has a working knowledge of the Club Constitution and the duties of all office holders and subcommittees.
- Able to chair committee or executive meetings if required.
- A good understanding of the sports requirements at local, regional and higher levels.
- Ability to remain unbiased and impartial on all issues.
- Receptive to change.
- Dedicated club person.

The estimated time commitment required as the Vice President is approximately 1-2 hours per week.



ANNEX C – POSITION OUTLINE: SECRETARY

The key responsibilities of the Secretary are to understand the Club Constitution, any Policies and Procedures that are followed by our Club, and ensure the club is run according to these core requirements at all times.

The Club Secretary is generally the clubs nominated representative for the purposes of complying with the Incorporated Associations Act.

The Secretary is also the club officer responsible for managing, collecting, reviewing and disseminating the club's information and knowledge (e.g. policies and procedures, position descriptions etc.). The Secretary is responsible for collecting all the key club information created and used during the year and previous years and should co-ordinate the handover of the information and knowledge to the incoming committee and relevant volunteers.

Legislative responsibilities

The secretary will also act as the “public officer” of the club so generally becomes the clubs nominated secretary under the Incorporated Associations Act and as such is responsible for:

- Ensuring any relevant paperwork has been submitted to satisfy the Incorporated Associations Act.
- Lodging on behalf of the club all reports and notices as required by the relevant Incorporated Associations Act.
- Maintaining the club's membership database.

Meetings

- In conjunction with the President, schedule all Executive Committee meetings and general meetings (including the annual general meeting) as early as possible.
- Prepare and circulate, at least 4 days prior to each meeting the agenda and supporting reports, required to be considered.
- Take the meeting Minutes of each committee and general meeting, circulating them within 14 days of the meeting to relevant people.
- Prepare and circulate according to the Club Constitution, the notice convening the annual general meeting, ensuring all members are invited.
- If there are special resolutions to be considered at a general meeting, ensure the special notification requirements under the Club Constitution are met.
- Maintain the minutes of club committee and general meetings, ensuring the minutes of each meeting are signed by the President confirming they are a true and correct reflection of the meeting.

Communication

- Handle all general club correspondence, responding to any correspondence as required or forwarding to relevant committee member.
- Oversee and co-ordinate the club's communication strategy as required.
- Be the clubs point of contact for key stakeholders as required.



Knowledge Management

- Maintain a register of the latest version of all club documentation including but not limited to the Club Constitution, all policies and procedures, position descriptions, coach and player development plans etc.
- Maintain a register of any marketing material relating to the club's activities (letterhead, logos, posters, brochures etc.).
- Ensure that all volunteers positions that have been updated or any user guides, policies and procedures and provide prior to the Annual General Meeting.
- Assist in the induction training for the incoming committee, sub committees, coaches and volunteers.

Succession Planning

A key responsibility of the club Secretary is to ensure that at the end of their term a new Secretary is able to be easily recruited. An effective succession planning strategy is to appoint at least one but often multiple assistant secretaries who will be delegated tasks and responsibilities of the Secretary. The Secretary will ensure that when delegating tasks to Assistant Secretaries that:

- Expectations are clearly defined.
- The Assistant Secretaries have been adequately trained.
- The Secretary provides continual monitoring and support.

Requirements

The Secretary is expected to:

- Act in the best interest of the members.
- Attend all Executive Committee meetings.
- Undertake the role in good faith and honesty.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

If at any stage the Secretary becomes aware of a personal conflict of interest, real or perceived between themselves and the club, they should immediately notify the Club President of the conflict who will immediately inform all other committee members.

End of Year Hand Over - Updating key documents

At the end of each year a key activity of the Secretary will be to review and revise their position description to ensure it continues to reflect the requirements of the role. The updated Position Description must be included in the club information register prior to the Annual General Meeting each year.

Induction of the incoming Secretary

An important responsibility of outgoing Secretary is to train, mentor and support incoming the incoming Secretary.

The Secretary must also provide all access codes and login in details for Hurricanes databases, Club computer equipment and log in details.



Club Operating Guide



The estimated time commitment required as the Secretary is approximately 1-1.5 hours per week leading up to season commencement, 1-hour season and 1-1.5 post season AGM.



ANNEX D – POSITION OUTLINE: TREASURER

The Treasurer is responsible for ensuring the committee is empowered to manage the financial affairs of the club, is responsible for protection of the club's cash, assets and the volunteers who handle them, ensuring the collection of all revenues and payment of all financial obligations.

The Treasurer must also ensure that all financial transactions are recorded in the club's accounts and producing the club's financial reports for presentation to the committee, the members at the AGM, as well as complying with all financial reporting obligations contained in the Club Constitution and the Incorporated Associations legislation.

Empowering the committee to manage the financial affairs of the club

- Record all financial transactions in the clubs accounting system as well as maintaining a list of club assets and liabilities.
- Assisting in the preparation of cash flow projections/budgets as part of the strategic planning.
- Comparing actual financial results of a given period to budgets for the same period and provide explanations for any variances for the committee to review and take action in a timely manner.
- Provide a list of payments for the previous month to the committee each committee meeting.
- Provide a list of revenues outstanding and payments to be made to the committee each committee meeting.

Protect the club's assets, cash and the volunteers who manage them

- Implementing financial management procedures which protect both the club's funds and assets and the volunteers who handle them.
- Control the club bank account(s), ensuring only those authorised are bank account signatories.
- Ensure as many payments as possible are undertaken via Electronic Funds Transfer
- Ensure as much revenue as possible is collected using online payments.
- Ensure all approved expenditure is paid as when it falls due.
- Ensure all moneys due to the club are collected.

Financial reporting

- Where an audit or review is required ensure it is completed in time for the financial reports to be presented to members at the Annual General Meeting.
- Produce the financial report to members to be presented at the Annual General Meeting.
- Undertake all legislatively required reporting and submissions.

Essential Skills

- Enthusiastic and well organised.
- Ability to keep concise financial records in the clubs accounting system.



- Ability to allocate regular time periods to maintain the financial records of the club.
- Diligent with receipts and money.
- Ability to work in a logical and orderly manner.
- Honest and trustworthy.
- Financial accounting or bookkeeping experience desirable but not essential.
- Adequate computer skills.

Requirements

The Treasurer is expected to:

- Act in the best interest of the members at all times.
- Attend all Committee meetings.
- Undertake the role in good faith and honesty.
- Hold or willing to apply for Working with Vulnerable People certificate.

If at any stage the Treasurer becomes aware of a personal conflict of interest, real or perceived between themselves and the club, they should immediately notify the Club President of the conflict who will immediately inform all other committee members.

End of Year Hand Over - Updating key documents

At the end of each year a key activity of the Treasurer will be to review and revise their position description and any other policies and procedures for which they are responsible to ensure it they continue to reflect the requirements of the role. The updated Position Description and other documents must be provided to the Club Secretary prior to the Annual General Meeting each year.

Induction of the incoming Treasurer

An important responsibility of outgoing Treasurer is to train, mentor and support the incoming Treasurer. The outgoing Treasurer or President must also provide all access codes and login in details for Hurricanes databases and accesses.

Assist the incoming Treasurer in completing all necessary paperwork for bank access to accounts and adding new signatories to the accounts, together with removal of outgoing treasurer from signatory access.

The estimated time commitment required as the Treasurer is approximately 1-2 hours per week.



ANNEX E – POSITION OUTLINE: REGISTRAR

The role of the Club Registrar is to supervise and be responsible for the proper registration of all members within the club. This involves all elements of the registration process, including the conduct of sign-up days and the proper recording of individual details and maintaining up to date records for each member. Assisting members with their registration to the governing body (Softball Australia through Revolutionise Sport) if required.

Knowledge

To successfully undertake the role of Registrar the roles requires the person:

- To be well informed of all club activities and work closely with the club coaches.
- Have a good working knowledge of the Club Constitution, policies and procedures as well as the duties of all office holders.
- Have a strong understanding of the compliance obligations of running the club.
- Reasonable financial skills/knowledge.
- Must have adequate computer skills.
- Ability to provide a written report for the General Committee if required.
- Knowledge of the club membership fees and external requirements (Softball ACT).

Responsibilities

- Assist committee in review of membership fees and arrangements for the ensuing season for consideration.
- Prepare, update and circulate membership documents as required.
- Ensure membership forms are completed correctly for each member.
- Update details of existing members where required.
- Liaise with team coaches to ensure all members have paid their membership fees.
- Provide the committee with recommendations for improvements to membership practices for consideration prior to the Annual General Meeting.
- Ensure all members' details are maintained in the club database.
- Process registrations via Revolutionise Sport as required.
- Provide new member details to club Coaches and ensure proper initiation procedures are followed for new members.
- Maintain up to date record of member details and provide regular updates to coaches for their records as required.
- Assist with development of strategies for the ongoing expansion of the membership base of the club.

Meetings, communication and key relationships

The Registrar will:

- Support the coaching staff in the induction of new members.
- Liaise with the coaching staff to ensure the relevant safety inductions have been done for all new members.



- Provide updates at any general meetings regarding the status of membership numbers.
- Liaise with the Coaches, President and Vice President regarding membership drives and incentives.
- Liaise with the Treasurer regarding the payment of race fees/nominations.

Requirements

The Registrar is expected to:

- Act in the best interest of the members at all times.
- Attend all Committee meetings.
- Undertake the role in good faith and honesty.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

If at any stage the Registrar becomes aware of a personal conflict of interest, real or perceived between themselves and the club, they should immediately notify the Club Secretary of the conflict who will immediately inform all other committee members.

End of Year Hand Over - Updating key documents

At the end of each year a key activity of the Registrar will review and revise their position description to ensure it continues to reflect the requirements of the role. The updated Position Description must be provided to the President prior to the Annual General Meeting each year.

Induction of the incoming Registrar

An important responsibility of outgoing Registrar is to train, mentor and support the incoming Registrar.

Must also provide all access codes and login in details for Revolutionise Sports Website and provide training regarding the team nomination procedures.

Essential Skills and Requirements

- Passionate about the club and dedicated to improving club practices.
- Be well organised and able to work under pressure, especially at the beginning of the season.
- Adequate computer skills.
- Can communicate effectively.
- Hold or willing to apply for a current volunteer “working with children” check (if relevant).
- Has a good working knowledge of the rules of the club and the duties of all office holders and sub-committees
- A good understanding of the sports requirements at local, regional and higher levels.
- Receptive to change.
- Dedicated club person.

The estimated time commitment required as the Registrar is approximately 1-2 hours per week pre-season and potentially 0.5 - 1 hour per week during season.



ANNEX F – POSITION OUTLINE: EQUIPMENT COORDINATOR

The primary role of the Equipment Coordinator is to maintain safe operation and longevity of club equipment. The role generally encompassed the acquisition, management and protection of club equipment. This is an important role and can be shared between more than one person if preferred.

Responsibilities

Prior to the season

- Undertake a review of all club equipment and identify the club's equipment needs for the upcoming season.
- Review all club equipment from an operational and safety perspective. Arrange for repair of equipment as required and disposing of equipment no longer usable. (Ensure the equipment register is updated for equipment no longer being used).
- Identify new equipment needs for the upcoming season, obtain and provide quotes and to the committee to enable the purchase of equipment.
- Update the equipment register for all new equipment purchased.
- Allocate club equipment to appropriate kit bags, updating the equipment register to note which team is now responsible for each piece of club equipment.
- Liaise with equipment suppliers for purchases and maintenance.

During the season

- Ensure those using club equipment have been trained or qualified to do so.
- Monitor equipment throughout the year to ensure it remains accounted for and in safe working condition.
- Ensure club equipment not being used is stored in a manner conducive to its safe use and longevity.

Post season

- Collect all equipment to be stored during the off season (updating the equipment register).
- Review and arrange for repair any equipment requiring attention.
- Follow up equipment not returned as required.
- Notify the committee of likely equipment requirements for the following year.

Essential Skills and Requirements

- Well organised.
- Willingness to follow up missing equipment.
- Understanding of the equipment needs of the club.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

End of Year Handover - Updating key documents

The Equipment Coordinator will also update the equipment register listing all the equipment the club owns and where it is currently stored or who is in possession of equipment still in use.



Estimated Timeframe Commitment

The estimated time commitment required as the Equipment Coordinator is 2 hours pre and post season and 0.5 hours per week during the season.



ANNEX G – POSITION OUTLINE: UNIFORM AND MERCHANDISE COORDINATOR

The Uniform & Merchandise Coordinator is responsible for the stock management and sales of all clothing, apparel and merchandise sold by the club. The Uniform & Merchandise Coordinator will be involved in obtaining quotes for the committee for the purchase of new uniforms and merchandise.

The primary function of the role is to ensure that all players have the necessary uniforms and assist to build the revenue and sales of club related clothing, apparel and merchandise sold each year. The position has key activities:

- Liaising with the committee regarding appropriate uniform and merchandise to be sold by the club.
- Maintain a list of the player shirts allocated to players by number.
- Ensure return of player shirts at the end of the season and report any damage.
- Assist with sourcing appropriate products to be sold by the club.
- Manage the unsold stock (ensuring it does not become lost or obsolete).
- Assist with the sales of the club uniform, merchandise and clothing.

Responsibilities

- Review the apparel, clothing and merchandise sold by the club in previous years, ensuring its suitability for the upcoming year.
- Liaising with apparel, clothing and merchandise suppliers if required.
- Liaise with the President and Committee to ensure apparel, clothing and merchandise reflect the current opinions and functionality of players.
- Work together with the sponsorship coordinator to ensure all uniform sponsorship obligations are met.
- Ensure that all purchases throughout the year for apparel, clothing and merchandise have been paid for and outstanding funds collected and handed to the Treasurer.
- Be the initial point of contact for any questions from members concerning their apparel, clothing and merchandise.
- Undertake a stocktake at the end of season & each financial year of the remaining apparel, clothing and merchandise, including any obsolete stock that should be written off, and provide a report to the Treasurer.

Essential Skills and Requirements

- Communicate effectively and possess good interpersonal skills.
- Maintain confidentiality on relevant matters.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

End of Year Hand Over - Updating key documents

The Uniform & Merchandise Coordinator should also update or create a list of the different apparel, clothing and merchandise sold throughout the season with the name and contact details of each of the suppliers.



Estimated Timeframe Commitment

The estimated time commitment required as the Uniform & Merchandise Coordinator is 2-3 hours pre-season, 0.5-1 hour during season and 1-2 hours post season.



ANNEX H – POSITION OUTLINE: CANTEEN & UMPIRE COORDINATOR/S

The primary function of the role/s is to ensure that any allocated Hurricanes duties from Softball ACT are covered appropriately with volunteers.

The position has the following key activities:

- Maintain a list of volunteers for the canteen.
- Maintain a list of volunteers for Club umpiring duties.
- Liaise with the relevant volunteers and Team Managers to ensure that every shift has been allocated and is undertaken during the season.

Responsibilities

- Review nominations for umpire and canteen duties prior to the commencement of the season.
- Create a team communication group with volunteers for canteen and umpiring.
- Work with volunteers to allocate them to a duty at the beginning of the season.
- Inform the relevant Executive Committee members if an issue arises whereby an allocated duty cannot be fulfilled.
- Send reminders weekly to volunteers on an upcoming duty. Note it their responsibility to find a replacement if they are unable to fulfil the duty themselves.
- Provide a completed shift roster to the Treasurer/President each week.

Essential Skills and Requirements

- Happy to work with a volunteer pool of people.
- Communicate effectively and possess good interpersonal skills.
- Maintain confidentiality on relevant matters.

Estimated Timeframe Commitment

The estimated time commitment required as the Canteen & Umpiring Coordinator is 1 hour per week pre-season, 0.5-1 hours per week during season and 1 hour post season.



ANNEX I – POSITION OUTLINE: JUNIOR, MEN’S AND WOMEN’S COORDINATORS

The primary function of these roles is to ensure that all divisions have a coordinator to support players and officials throughout the season, within their relevant divisions.

The position has the following key activities:

- Work with Team Managers to confirm team lists and discuss if alternative arrangements are required.
- First point of contact for officials and players within your relevant division to resolve matters.
- Work with Softball ACT coordinators to ensure you are well informed of competition requirements or changes.
- Work with Canteen and Umpire Coordinator to advise of any shift, duty or game changes to Hurricanes teams.

Responsibilities

- Liaise with relevant officials as needed to distribute information and provide support, as required.
- Assist teams to resolve any matters on competition day.
- Work with Softball ACT coordinators on any matters raised within your relevant division.

Essential Skills and Requirements

- Happy to work with a volunteer pool of people.
- Communicate effectively and possess good interpersonal skills.
- Maintain confidentiality on relevant matters.

Estimated Timeframe Commitment

The estimated time commitment required as the Junior, Men’s and Women’s Coordinator is 1 hour per week pre-season, 0.5-1 hours per week during season and 1 hour post season.



ANNEX J – POSITION OUTLINE: TEAM MANAGER

The role of the Team Manager is to represent the team on behalf of club management and ensure all team members are kept up-to-date with club requirements and communications.

In addition, the Team Manager looks after the team, ensuring that any administrative or operational planning activities are completed.

The position has the following key activities:

- Liaising with the Club Registrar to ensure that all their team members are correctly registered prior to the first game.
- Liaising with the Club Registrar to ensure that appropriate information has been supplied by each player.
- Be responsible for all kit gear given to the team and ensure its prompt return at the completion of the season.
- Represent the team at club meetings if required.
- Encourage maximum participation by all players.
- Have an overall understanding of the Club Constitution.
- Ensure all team members respect and support our Club.

Responsibilities

- Arrange for all player shirts to be returned (where appropriate) at the completion of each season.
- Arrange for any loan equipment to a player to be returned at the end of each season.
- Ensure all parents and players know the diamond allocations each week.
- Create a team communication method(s) agreed with families to enable prompt communication.
- Ensuring club newsletters are distributed to all team members and ensure that team parents are fully informed of any changes to games (ie. Washout rounds etc.).
- Check weekly scores to ensure they are correct. If there are any discrepancies, immediately alert the Club President or Vice President.
- Work with the Team Coach to ensure all players have equal game time.
- Liaise with the relevant volunteers and Canteen & Umpire Coordinator to ensure those families that have indicated they will volunteer, do so.

Essential Skills and Requirements

- Happy to work with players, families and coaches.
- Communicate effectively and possess good interpersonal skills.
- Maintain confidentiality on relevant matters.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

Estimated Timeframe Commitment

The estimated time commitment required as a Team Manager is 1 hour per week pre-season, 0.5-1 hours per week during season and 1 hour post season.



ANNEX K – POSITION OUTLINE: TEAM COACH

The role of the Team Coach is to help players develop skill and positive attitudes to physical activity and sport in general.

Each Team Coach should be able to communicate and have organizational skills. The Team Coach (depending on the level of the team) should have sound knowledge about the rules and skills of the game to be able to organize team players so that they gain benefit from involvement.

The position has the following key activities:

- Encourage players and team support officials to abide by Softball ACT rules and policies at all times.
- Encourage players to become involved in tee-ball and softball as a safe, healthy and enjoyable activity.
- Introduce programs to improve players' fitness levels for a healthier lifestyle.
- Have a sound understanding of modern coaching and teaching principles.

Responsibilities

- Maintain or improve your accreditation level.
- Have good motivational and communication skills.
- Encourage players to develop a proper attitude to competitiveness.
- Ensure that the coaching reflects the level of the competition being played.
- Test, evaluate and refine each player's individual skills.
- Foster club spirit amongst all players and encourage them to participate in a sporting manner.
- Work with the Team Manager to ensure all players have equal game time.
- Support coaching policies of Hurricanes, Softball ACT and Softball Australia.
- Encourage maximum participation by all players.
- Be adaptive to different coaching styles dependent on the player skill and learning style.
- Have an overall understanding of the Club Constitution.
- Ensure all team members respect and support our Club.
- Mentor Assistant Coaches to enable them to increase their knowledge of the sport and strategy.
- Depending on the level of an Assistant Coach, actively work with them to coach the team in the second half of the season to enhance their level of understanding of this role.

Essential Skills and Requirements

- Hold the appropriate qualifications with Softball Australia to enable them to fulfil the role.
- Ability to write an update for the Club Newsletter or AGM if required.
- Happy to work with players, families, Team Managers and Scorers.
- Communicate effectively and possess good interpersonal skills.
- Maintain confidentiality on relevant matters.
- Hold or willing to apply for a current Working with Vulnerable People certificate.



Estimated Timeframe Commitment

The estimated time commitment required is 1-2 hours prior to the season, 2 hours per week during the season and 1-2 hours post season.



ANNEX L – POSITION OUTLINE: TEAM SCORER

The role of the Team Scorer is to provide the team line up, score each game for their team and ensure the final score is agreed by the umpire/other team. Depending on the level of the game, statistics may be required by the Coach.

The position has the following key activities:

- Understanding of Softball ACT rules to be able to assist newer Coaches with questions.
- Work with coach to have team line up ready no later than ten minutes before game commences.
- Follow the game play such as outs and runs over plate in a scorebook throughout the game.
- Enter game line up and results into Revolutionise Sport (via app or computer).

Responsibilities

- Maintain or improve your scorer accreditation level.
- Have good communication skills.
- Ensure all team members respect and support our Club.

Essential Skills and Requirements

- Adequate basic numeracy and computer/APP skills
- Level 1 Scorer course desirable (not essential for tee-ball coaching).
- Happy to work with players, families and coaches.
- Communicate effectively and possess good interpersonal skills.
- Maintain confidentiality on relevant matters.
- Hold or willing to apply for a current Working with Vulnerable People card.

Estimated Timeframe Commitment

The estimated time commitment required as a Team Scorer is 2-3 hours for once off Level 1 Scorer course held pre-season, game time with 15 minute pre-game set up time during seasonal games. There may also be some post game time for scores to be entered into Revolutionise Sport.



ANNEX M – POSITION OUTLINE: SPONSORSHIP COORDINATOR

The role of the Sponsorship Co-ordinator is to attract and retain club sponsors. The position has four key activities:

1. Creating sponsorship packages suitable for their community of local businesses.
2. Engaging and encouraging the current club participants to introduce sponsors to the club from their network of friends and friends.
3. Ensuring all sponsors are welcomed into the club and included in club activities.
4. Ensuring all previous club sponsors are invited back to the club as sponsors for the upcoming year.

Prior to the season

- Review and if required develop sponsorship categories which seek to grow and expand the sponsorship base of the club.
- Provide the Executive Committee with the recommendations for all sponsorship types and fees for the upcoming year.
- Liaise with the President and Committee to ensure sponsorship fees reflect the current expectations of sponsors.
- Assist with the creation of sponsorship marketing information which can be provided to club participants so they can encourage sponsorships within their network of family and friends.
- Provide information to allow for the club website to be updated to reflect current sponsorship information.
- Liaise with Media Coordinator to create posts that promote and sell the club sponsorship.
- Be the primary point of contact for all sponsorship enquires.
- Provide details of sponsorship applications to the Secretary.

During the season

- Ensure that all sponsorship inclusions (such as apparel, merchandise etc) have been provided.
- Ensure sponsors receive recognition and acknowledgement certificates (or something similar) for their sponsorships which they can display in their workplace.
- Work with the Media/Advertising Coordinator to ensure agreed social media posts have been undertaken.

Post season

- Ensure that all sponsors are personally thanked by the Club for their support throughout the year.
- Seek feedback from key sponsors on how the club can continue to create value for them for next year and beyond.

Essential Skills and Requirements

- Possess written and verbal communication skills.



- Be creative and forward thinking in your ideas.
- Need to be professional, friendly, organised, energetic and determined in attempting to land sponsors.
- Ability to build a rapport with sponsors and partners.
- An understanding of what your club has to offer sponsors.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

Estimated Timeframe Commitment

The estimated time commitment required as the Sponsorship Coordinator is 1-1.5 hour per week pre-season and 0.5 to 1 hour per week during the season.



ANNEX N – POSITION OUTLINE: MEDIA & ADVERTISING COORDINATOR

The Club Media & Advertising Coordinator essentially creates the ‘face’ of the club. Working very closely with the President to ensure the club values and goals are always being portrayed accurately. Providing the information and stories for the local media such as any local newspapers as well as social media coverage on Facebook, Instagram and the Club website. Effective use of social media will also support and drive the achievement of many of the club’s goals and objectives.

Responsibilities

- Build the clubs audience on social media of people who genuinely follow and have an interest in our club.
- Build the sense of belonging between our club and its (social media) supporters and followers.
- Co-ordinate the production and submission of social media releases, which may include quotes, articles, videos and photographs.
- Assist the President in promoting the club in the local and wider community.
- Prepares media kits, flyers or background information at the start of the year for upcoming events, activities and milestones.

Essential Skills and Requirements

- Must be passionate about the club and maintaining its reputation in the community.
- Strong communication skills.
- Good networking and interpersonal skills.
- Well-developed writing skills.
- Good photography/videography skills.
- Able to meet strict deadlines.
- Strong understanding and involvement in all of the different club activities.
- Ability to engage people through social media without getting drawn into negative or personal discussions
- Respectful and effective communication.
- Understanding how to create memes, photos and video for use on social media.
- Willingness to utilise the Club’s preferred media platform.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

End of Year Handover - Updating key documents

The Media & Advertising Coordinator must provide log in details and update access for all social media accounts.

Estimated Timeframe Commitment

The estimated time commitment required as the Media & Advertising Coordinator is approximately 1 hour per week.



ANNEX O – POSITION OUTLINE: FUNDRAISING & SOCIAL EVENTS COORDINATOR

The role of the Fundraising & Social Events Coordinator is to coordinate the fundraising or social activities for the club. Ideally the Fundraising and Social Events Coordinator would work with the Treasurer to identify the budgets and if the event is to be used as a fundraiser or simply a good will club event.

The Fundraising & Social Events Coordinator would work directly with the President and “recruit” people to assist in the development and successful implementation of each of the social or fundraising activities.

Responsibilities

- Work with the Club Treasurer to accurately set fundraising activity targets which will be reflected in the club’s budget.
- Review the fundraising and social activities from previous seasons to determine activities for the upcoming season.
- Liaise with the President and Committee to ensure the proposed fundraising or social activities for the upcoming year reflect the current opinions and preferences of club members and supporters.
- Provide the committee with recommendations for the proposed fundraising or social activities for the coming year.
- Assist with the creation of any marketing information for each activity which can be provided to club participants to assist in the promotion of club social activities.
- Liaise with the Media & Advertising Coordinator to provide information for advertising posts for any fundraising or social activities.
- Be the primary point of contact for all fundraising or social activity enquires.
- Ensure the collection of revenue for any fundraising or social activity are provided to the Treasurer or President for banking.

Essential Skills

- Can communicate effectively.
- Well organised and can delegate tasks.
- Well informed of all organisation activities.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

End of Year Hand Over - Updating key documents

Ideally the Fundraising & Social Events Coordinator would document how each social activity was undertaken and include as much information as possible (e.g. which suppliers were involved or any relevant procedures).

Estimated Timeframe Commitment

The estimated time commitment required as the Fundraising and Social Events Coordinator is 0.5-1 hours per week.



ANNEX P – POSITION OUTLINE: RECRUITMENT OFFICER

The role of the clubs Recruitment Officer is to promote the club within the community with the view to attracting and registering players to the club.

Responsibilities

- Form relationships within the community with the goal of recruiting players to your club.
- Liaise with President, Committee and Coaches to create and implement player recruitment strategies.
- Work with the Media & Advertising Coordinator to advertise and promote the playing opportunities of your club.
- Be a contact point of parents and potential members wishing to learn more about your club and its playing options.
- Assist in the creation of marketing information which can be provided to club participants to assist in recruiting new players to our club.
- Provide information as required to ensure the club's website is updated to reflect the latest recruitment information.
- Work with Softball ACT's Development Officer to coordinate volunteers for any "come and try" days prior to the commencement of each season.
- Create and maintain a register of key relationships in recruitment (e.g. junior clubs, schools etc.).

Essential Skills

- Ability to form strong relationships with key stakeholders (e.g. junior clubs or schools).
- Well organised.
- Works well in a team environment.
- Is well informed of all club activities.
- Can communicate effectively.
- Enjoys working with children.
- Hold or willing to apply for a Working with Vulnerable People certificate.

Estimated Timeframe Commitment

The estimated time commitment required as the Recruitment Officer is 1-2 hours per week pre-season and potentially 0.5 hours during the season for any new players.



ANNEX Q – POSITION OUTLINE: FIRST AID COORDINATOR

The First Aid Coordinator is responsible for the First Aid services and equipment required at training, games and other club activities. The First Aid Officer must ensure all teams have access to adequate and fully stocked first aid kits and any other necessary safety equipment.

Responsibilities

- Review the number of teams and players as well as the number of training and competition locations (for which the club is responsible) to determine both the amount of first aid kits and medical equipment required for the upcoming season.
- Assuming the club requires at least one first aid qualified person in attendance at all training and competition venues work out the number of people the club will need qualified in first aid for the upcoming season.
- Work with the Registrar to ensure that any allergies or medical conditions have medical emergency or health plan and that the relevant coaches and managers are aware of player medical emergency or health plans.
- Undertake an audit of first aid equipment and first aid kits to determine if replenishments or repairs are required.

Essential Skills

- Hold appropriate First Aid qualification.
- Hold or willing to apply for a current Working with Vulnerable People certificate.
- Strong understanding of club activities, especially those with medical or health plans and the potential for people to be injured or require first aid.
- Communicate effectively and possess good interpersonal skills.
- Maintain confidentiality on relevant matters.

End of Year Handover - Updating key documents

The First Aid Coordinator should also review and update the list of medical supplies and advise the committee of any additional medical or first aid supplies required prior to the commencement of the following season.

Estimated Timeframe Commitment

The estimated time commitment required as the First Aid Officer is 0.5-1 hour per week.



ANNEX R – POSITION OUTLINE: SAFETY & RISK MANAGEMENT OFFICER

The Safety and Risk Management Officer is responsible for the coordination of risk management, safety and health matters for all players, supporters, officials, members and visitors.

Responsibilities

- Annually review Hurricanes governing body's Risk Management Plan (Softball ACT/Softball Australia) to ensure it meets the requirements of Hurricanes.
- Ensure that all club participants and are aware of their responsibilities under the clubs Risk Management Plan.
- Continually monitor club activities to identify and minimise risks.
- Ensure playing, training and social facilities are monitored to identify any unsatisfactory risks and report them to the Executive Committee.
- Be the focal point for all health and safety enquiries.
- Induction of new team members, coaches and officials to safety and health aspects of the club and operations.

Essential Skills

- Strong understanding of all club activities.
- Ability to review activities and facilities from a risk minimisation perspective.
- Maintain confidentiality on relevant matters.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

Estimated Timeframe Commitment

The estimated time commitment required as the Safety Officer is 0.5 hour per week during the season.



ANNEX S – POSITION OUTLINE: GRANT COORDINATOR

The Grant Coordinator works very closely with the executive committee to ensure any opportunities. The expectation is that the Grant Coordinator will proactively review relevant social media advertising for grant opportunities.

Responsibilities

- Draft grant submissions for review by the Executive committee.
- Liaise with the relevant grant governing bodies in relation to any submissions.
- Ensure the Executive Committee is aware of any budgetary constraints and regulations that must be adhered to.

Essential Skills and Requirements

- Must be passionate about the club and maintaining its reputation in the community.
- Strong communication skills.
- Good networking and interpersonal skills.
- Well-developed writing skills.
- Able to meet strict deadlines.
- Respectful and effective communication.
- Hold or willing to apply for a current Working with Vulnerable People certificate.

End of Year Handover - Updating key documents

The Grant Coordinator must provide log in details and update access for any grant created accounts and advise the Executive Committee of any grants still pending award or requiring action once the season has been completed.

Estimated Timeframe Commitment

The estimated time commitment required as the Grant Coordinator is approximately 5 hours during the season and depend on when grant submissions are required to be submitted.



ANNEX T – INTRODUCTION LETTER TEMPLATE

Hurricanes Softball Club – Outline of expectations

Dear parent/guardian,

It is our intent to properly meet and support everyone's expectations for the preparation of the upcoming season, this outline is designed to introduce some key considerations for the team officials, players and parents.

Behaviours/expectations:

- **Coaches** – have volunteered their time and will be respectful and supportive to the players but should not be expected to be readily available to parents. All players will get a fair representation on the diamond measured across the season (not each game).
- **Team Manager** – have volunteered their time and will act as an intermediate between parents and coaches. They will also attempt to maintain some semblance of order in the players' conduct and management during games (including pre/post game conduct). They will additionally try to keep you abreast of any updates in the lead up and throughout the season.
- **Players** – are to be respectful of staff, their team mates, and the opposition. We know that the players may get tired (and grumpier) throughout the day and we will manage behaviours appropriately in light of this (the coaches are highly experienced in this).
- **Parents** – we hope to see you all there cheering and supporting the team; please note that the coaches cannot properly run the team with sideline coaching going on in the background. If you have any concerns talk to the manager and they will see how they may support.

Other points:

- **No negative criticism/abuse** – this is a kid's team with volunteers supporting it, please remember that: mistakes can and will happen.
- **We will not tolerate disrespectful players** – if your child is disrespectful, wilfully uncooperative or abusive, they will be asked to remove themselves from the team or activity. When they have settled, they may be invited to participate again.
- **Everyone will be on the bench at some time** – we will organise a fair roster to ensure that everyone gets time on the diamond. We will be arranging a broad schedule to track and implement a fair balance of play for everyone. If you are running late without notifying us, then this may affect your perception of what fair can be.
- **Key positions** – while we will ensure everyone plays nearly everywhere, two key positions (pitcher and catcher) require some specific skills, confidence and a lot of practice. Expectations cannot be enough to justify an automatic placement on game day as this may pose some risks to injury (talk to us and we can see about some development/support).
- **Training** – we know that the real world provides competing demands, please, however, support the development of your athlete as best you can so that they are well prepared throughout the season.
- **Volunteer activities** – the Club is responsible for some key functions throughout the season (e.g. canteen). In order to keep fees as low as possible, all families are requested to support – where everyone is willing to help, the impact will



Club Operating Guide



be minimal for everyone. Potential impacts may include monetary fines or forfeiture of points.

We enjoy our roles and look forward to standing on the sidelines with you watching these athletes develop and play. If you have any questions or concerns, please feel free to talk to me at training or on game days. Similarly, I can be contacted on 0402 XXX XXX.

Kind regards

Name (Team Manager)



ANNEX U – INVESTIGATION PROCESS: ADVISING OF A COMPLAINT

The words are not standard and may be edited to suit:

Dear <NAME>

I am writing to advise you that the Executive Committee of Hurricanes Softball Club has received a formal complaint against you. The complaint outlines that you allegedly (insert behaviour here) on diamond [x], at [x:xx am/pm].

At this time the nominated Club lead official has decided to provide you with an official warning. It is not acceptable for a Hurricanes Softball Club member to conduct themselves in a matter, such as [swearing/other] while representing our Club.

Please remember that as part of registering to Hurricanes Softball Club that you agreed to adhere, follow and apply the Softball ACT Code of Conduct. I have attached a copy of the Softball ACT [player/official/coach] Code of Conduct for your reference.

If you have any questions or wish to discuss this matter further, please contact xxxx on XXX XXX XXX.



ANNEX V – INVESTIGATION PROCESS: REQUESTING INFORMATION

The words are not standard and may be edited to suit:

Dear [Name]

I am writing to advise you that the Executive Committee of Hurricanes Softball Club has received a formal complaint against you. The complaint outlines that you allegedly [insert behaviour here] on diamond [x], at [x:xx am/pm].

A panel of three people with oversight by the club President/Men's Coordinator/Women's Coordinator/Junior coordinator has been stood up to review the incident. To ensure impartiality as you are a (Coach/Parents) in the {team name} team no one from your team will be part of the panel nor will anyone who was witness to the alleged incident.

The committee would like to investigate this matter further and would like for you to provide a statement outlining your version of events.

Please provide this response by {DD MM 20XX} so that the panel can review this in a timely manner. Failure to respond appropriately will mean that the panel will review based on the initial complaint and any witness statements as provided.



ANNEX W – INVESTIGATION PROCESS: REQUEST FOR WITNESS SUPPORT

The words are not standard and may be edited to suit:

Dear XXXXX

The club Executive Committee has received a formal complaint against [name] regarding an alleged incident that occurred at diamond [x], at 9pm. We have been notified that you [if u18s your child <name>] were a witness to this incident and as such are requesting that you provide a statement as to what [you/your child] witnessed.

The club has established a Judiciary Panel to investigate the alleged incident. This is a sensitive situation and I ask that you do not discuss this investigation with others.

We would like to finalise this investigation quickly; to this end, please ensure that you provide the witness statement within 48 hours of receiving this request.

Please ensure that if you have any questions that you contact anyone on the panel – contact [insert lead official and three panelists names].



ANNEX X – INVESTIGATION PROCESS: COMPLAINANT FEEDBACK

This is a suggested wording but should cover at the minimum: the incident, the penalty and any other information.

Dear [name]

I refer to the incident on [DD MM 202X], [outline incident].

Hurricanes Softball Club follows under Softball ACT Zero Tolerance behaviour policy and Officials Code of Conduct policies. These policies can be found here:
<https://act.softball.org.au/resources/>

The club Executive Committee was notified of this alleged incident and it was forwarded to a club official who reviewed this information and it was decided to set up a review panel to review. The panel was made up off: [NAME, NAME, NAME, NAME].

The panel has convened and ascertained that you have breached the following sections of the disciplinary regulations: (insert sections)

The panel has convened and ascertained that you will not face further penalty due to this incident, however we would like to take the opportunity to remind you that we do have a zero tolerance policy in relation to behaviour.

If you would like to appeal this decision, please provide further information to the lead official: [NAME] by [DD MM 20xx].



ANNEX Y – INVESTIGATION PROCESS: INVESTIGATION REQUEST (TEMPLATE)

Incident investigation request

Occurrence details:

- Incident type –
- Date –
- Time –
- Location –
- Game –
- Involved parties –
- Supporting statements –

Incident summary:

Outline of incident

Incident assessment (from the Hurricanes Softball Club):

Outline of assessed conduct in light of (include relevant reference and specific elements – as per example below):

Softball Australia's Coach's Code of Conduct

Softball ACT Domestic Season, this conduct also contradicts:

- Support our umpires, umpiring is a difficult job for everyone, clubbies through to the blues. Let's support them with a positive and respectful attitude. Remember you may just end up umpiring that person one day.
- Be respectful to everyone.
- Every time you put your club shirt on, you represent your club as a whole, and how our community perceives your club is based on public behaviour.
- We are one community, our behaviour impacts us all. Lead by example and behaviour with the behaviour you want others to display.

Softball ACT's Zero Tolerance Policy outlines:

1.2 SACT does not tolerate abuse or unsportsmanlike conduct in any of its forms and has developed this Policy to clearly outline the processes and penalties to be applied.

6.5 Unsportsmanlike conduct or behaviour includes, but is not limited to: (a) verbal abuse or threats

Outcome sought:

Outline the preferred outcome that is sought by the individual and/or Club.

Paul Sylvester (member raising the request on behalf of the Club)

Junior Coordinator – Hurricanes Softball Club

14 Feb 2023



ANNEX Z – INVESTIGATION PROCESS: REVIEW OUTCOME (TEMPLATE)

Hurricanes Softball Club – Review Findings re: incident occurring **date**

Attendance:

Insert names

Conducted date

In preparation for the review, the following Terms of Reference were provided to all panel attendees:

- What occurred as part of the incident?
- Is this isolated?
- Is formal mediation required?
- Are other avenues of addressing the issue required?
- Is there any support that needs to be provided to any members for this season and moving forward?
- Is there a requirement for formal responses to groups/individuals?
- What activities might be impacted as part of the remaining season?
- Is there anything required to support such activities?
- Is there anything that may assist in planning/preparing for season 23/24?
- **Add/delete as required**

Each point was discussed individually with details provided below. All points were supported with facts or logical inferences in order to arrive at the overall determinations.

This review will be forwarded to the Club Secretary and released only where it is deemed appropriate. Otherwise the review will be maintained as a confidential document.

Summary

Brief summary of the panel's review and conclusion/s

What occurred as part of the incident?

Brief outline of the incident

Is this isolated?

Brief outline

Is formal mediation required?

Yes or no with justified reasons.

Are other avenues of addressing the issue required?

Brief outline with justification/s

Is there any support that needs to be provided to any members for this season and moving forward?

Brief outline



Is there a requirement for formal responses to groups/individuals?

Yes or no with justification/s

What activities might be impacted as part of the remaining season?

What might be the implications and the severity of them for the individuals/Club/Sport.

Is there anything required to support such activities?

Any mitigation in support of potential impact

Is there anything that may assist in planning/preparing for season 23/24?

- Does this incident require a review of Club/Sport policies/practices?
- Does this incident present opportunity for improvement?

Further actions

Outline of outstanding tasks from this review