



# ABUSE POLICY

Policy number	BH1
Responsible person(s)	Board & General Manager
Version	1.0
Approved by Board	February 2025
Scheduled review	January 2026

## 1. INTRODUCTION

Badminton Hobart (BH) is committed to creating a safe environment for its staff and members, which includes protecting all individuals in the centre from abusive and threatening behaviour.

## 2. DEFINITION

Abuse is targeted and unwanted offensive behaviour, either verbal or physical, that an employee/member finds intimidating, humiliating or harmful and which has a detrimental effect on their wellbeing. This may be in person, on the telephone, email, letter or social media.

## 3. POLICY & PROCEDURE

### BH's Responsibilities/When to Utilise This Policy

The following procedure regarding abuse should be utilised in the following instances:

- all general behaviour within the hall towards staff and facilities
- behaviour between different court bookings
- on-court conduct for BH organised events (eg: pennants, tournaments, SuperSmash)
- all coaches, provided they are utilising BH's discounted coach court hiring rates

BH does not have responsibility for abusive behaviour that occurs internally within private bookings - for example, if a member hires a court and plays with three other friends and a dispute occurs, then BH will not accept responsibility for the incident.

## Procedure

Under paragraph three of the BH Centre Entry Policy (BH2), it is stipulated that “*Abusive, offensive and disrespectful language and behaviour will not be tolerated and may result in eviction from this facility, membership revoked, and/or reports to the police.*”

As an extension to the Centre Entry Policy, and BH’s overall commitment towards safety for staff and members, the following procedures should be followed when staff or Board members are made aware of an alleged incident of abuse.

It is BH’s preference that any complaints of abusive behaviour be submitted within seven (7) days of the incident. Complaints lodged outside of this timeframe may still be considered by BH but will be decided on a case-by-case basis by the BH Board.

### (a) Abusive Behaviour Towards Staff

If staff are receiving abusive behaviour, they should warn the individual that the behaviour is inappropriate, and unless it stops then the current interaction will end. Staff should be specific about why the behaviour is inappropriate, eg: swearing or making threats.

If the abusive behaviour continues then the staff member is to advise the individual that the conversation is not going to be continued until the individual has calmed down. Staff are to then end the conversation/terminate the call.

Staff should then immediately report what has occurred to the General Manager. In addition, staff should make a written record of the incident which should include the following information:

- date and approximate time of incident
- individuals involved
- names of any witnesses
- what was said from both parties
- where the incident occurred

The General Manager is to then alert the BH Board to the incident.

### (b) Abusive Behaviour Towards BH Members

If abusive behaviour has occurred between BH members and staff have been made aware, the involved individuals should be made aware that they are entitled to make a formal complaint and that they can do so in writing. The complaint can be sent through email to the following email address: [info@badmintonhobart.com](mailto:info@badmintonhobart.com) or as a written letter. Once the General Manager has received this email, they should notify the BH Board of the incident.

## 4. PROCESS

### Actions Once Abusive Behaviour Has Been Reported

Once the General Manager has been made aware of any abusive behaviour, they should then decide who will be the primary person to undertake the investigation and to have conversations with those involved in the incident. In the event of a conflict of interest, such as when a member of the Board is involved in the incident, they will remove themselves from the process. Additionally, if there is insufficient capacity within the Board to complete the follow up tasks necessary, then the responsibility to act upon the reported abuse can be delegated to the General Manager.

Once it has been determined who will complete the follow up the following procedure should be followed:

- a. Contact should be made with the individual who was abused to collect any further information.
- b. Contact any potential witnesses to gain any further information.

c. Contact the offender to discuss the following:

- i. Let the offender know what was alleged to have occurred
- ii. Ask for any additional information they might around the context of the incident and what they believed had occurred
- iii. Collate the information and bring back to the Board to discuss the incident. Board is to then determine if abusive or threatening behaviour had occurred and if so, to determine the level of severity of the incident and to determine what response is required per the three tiers of severity and responses. The General Manager will complete a letter which will then be provided to the offender to stipulate any consequences. If the President is personally involved with the incident, then delegation of who completes the letter will pass down to the Deputy Chair, Treasurer and then Secretary.

**(a) Low Level Abuse**

The letter will advise the individual that their recent behaviour is unacceptable and will not be tolerated by BH. It will advise of the BH commitment to creating a safe environment for staff and members. It will state which restrictions will be put in place if the behaviour continues.

This letter should be used as a first point of warning for abusive and threatening behavior. There is discretion to skip this first warning letter if the severity of the incident warrants a stronger response.

**(b) Medium Level Abuse**

If unacceptable behaviour continues, or if the level of abuse is such that it warrants a stronger response than a warning letter, then a letter must be sent outlining what restrictions are now in place. This can include information such as how, when, where and with whom the individual can contact, eg: the individual is now only allowed to communicate with staff through email.

The letter must caution the individual of the consequences of breaching the conditions by continuing to use abusive and threatening behaviour. The consequence may be a further restriction on accessing BH services, revoking membership or that we may consider making a referral through to Tasmania Police.

Any decision to limit or restrict access or impose alternative service arrangements should either apply for a defined period or be reviewed regularly to decide whether continued service restrictions are necessary.

**2) Severe Abuse**

If abusive behaviour continues, or if the level of abuse is assessed as severe by the Board, then a letter will be provided to the individual to let them know that they are banned from the BH centre. A police referral may also be made if there is reasonable and genuine fear of actual or threatened physical violence or intimidation of BH staff.

**5. RELATED DOCUMENTS**

BH2	<a href="#">BH Centre Entry Policy</a>
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