



# The University Club of Western Australia Member's Code of Conduct

## Preamble

As a Club operated primarily for the benefit of its members, all members of The University Club of Western Australia "the Club" have an individual and collective responsibility to contribute in a positive way to the operations of their Club.

The Club Member's Code of Conduct applies equally to members and their guests, when utilising the Club for professional purposes and social interactions. Our team is dedicated to providing professional service, and we expect all interactions to be conducted with courtesy and respect. Aggressive or inappropriate behaviour will not be tolerated, and we appreciate your support in maintaining a courteous environment for everyone at the Club.

As a Controlled Entity of The University of Western Australia "the University", the Club and its Members / guests are inherently bound by the University's Code of Conduct, by-laws, policies, procedures, standards and expectations. Therefore, by virtue of your Club Membership, you are not only bound by the Clubs governance requirements, but also the University's. This includes not only adhering to the Clubs own requirements and those required by law, when entering or leaving the Club premises, but also when on University grounds in general.

## Member expectations:

### Within the Club:

- Members, family and guests will treat all staff with respect in all dealings including but not limited to administration and hospitality interactions.
- Members, family and guests will ensure that the comfort of other patrons is not unreasonably disturbed.
- Members, family and guests will respect other patrons and will conduct themselves in a manner that will not cause offense.
- Abusive or offensive language is not permitted within the Club premises or its surrounds.
- Members are responsible for their guests at all times, including but not limited to their behaviour, dress standards and financial transactions at the Club.
- Members, family and guests, when consuming alcohol, will do so responsibly, and will accept any staff or licensee decision to amend behaviour or discontinue the serving of alcohol without complaint. Alcohol must only be consumed within the Clubs licensed premises and not in the carpark, or elsewhere on campus.
- Members are responsible for their financial commitments and purchases including membership subscriptions and are required to ensure their Club account is always up to date in line with the Clubs payment policies.
- Members when introducing to the Club any children under the age of 18 years of age, are to ensure they are accompanied and supervised at all times. Persons under the age of 18 are not permitted to access any licensed beverage service area without accompaniment of their guardian.
- Members, family and guests must ensure that mobile phones and other electronic devices are used in a discreet manner and to ensure fellow members can experience quite enjoyment without causing any disturbance to others. The use of mobile phones in the Members Restaurant is prohibited, however short calls may be taken in the Lounge Bar in a discreet manner.

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## Dress Code

Neat dress standards are important, and Members and their guests are expected to always dress respectfully and are urged to have particular regard to the status and dignity of our various venues.

Members attending the Restaurant must always abide by the restaurant dress code which states “Smart casual at all times. No tee shirts, shorts, thongs or sports shoes are permitted”.

## Smoking and Vaping (Refer to UWA Smoking Policy UP07/150)

- The University campus is smoke free, and smoking or vaping is prohibited on all University Property and Workplaces, including the Club.
- Smoking and Vaping is therefore not permitted in the Club and its indoor and outdoor spaces or within five (5) metres of any entrance.
- Smokers must dispose of butts correctly.
- Members are to respect the rights of other members who wish to smoke or vape in allowable areas.

## Social Media and Electronic Communication

There are legal implications when Club members use social media and electronic communication, including:

Copyright infringement – content on the internet is not necessarily available for use by anyone.

Privacy and Confidentiality – using personal information without permission that can reasonably identify an individual.

Defamation – where content is published or broadcast that injures a third party’s reputation.

Social Media includes, but is not limited to:

- Social networking sites such as Facebook, Twitter, LinkedIn, Pinterest etc
  - Instant messaging such as SMS, Snapchat, WhatsApp etc
  - Video/photo sharing such as YouTube, Instagram, Flickr, TikTok etc
  - Blogs/micro-blogging such as Tumblr, Wordpress, Blogger etc
  - Online encyclopedias such as Wikipedia
  - Online Reviews such as Google Reviews etc
  - Podcasts such as iTunes, Spotify etc
  - Online multiplayer gaming platforms
  - Online voting or polls
  - Public and private online forums and discussion boards
  - Any other technologies that will allow individuals to upload and share content
- 1) The Club recognises that members may engage in social media; however, all members should be aware of the potential for other members and the general public to access social media content which can be taken out of context or misused.
  - 2) All Club references in social media will be treated as public ‘comment’.
  - 3) No content should be posted/linked to; or statements made that are misleading, false or likely to injure a person’s reputation or bring our Club into disrepute. Examples include, but are not limited to:
    - Information or photos of a sensitive nature such as accidents, incidents or controversial behaviour
    - Content that contains illegal or indecent content such as defamatory, vilifying or deceptive content
    - Material that is subject to copyright laws
    - Material that is offensive, discriminatory, harassing, intimidating, embarrassing, racist, sexist, bullying in nature, sexually explicit or otherwise inappropriate

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- 4) Any abusive, discriminatory, intimidating, misleading or offensive statements on the Club's social media will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.
  - 5) When sharing information or posting material on public websites connected to the Club, members must follow the following guidelines for electronic communication:
    - It should be restricted to Club matters
    - It must not offend, intimidate, humiliate or harass another person
    - It must not be misleading, false or injure the reputation of another person
    - It should respect and maintain the privacy of members
    - It must maintain the privacy of the Club's confidential information
    - It must not use any branding from the Club or another Club/team without the appropriate approval being obtained in writing by the General Manager.
    - It must not bring the Club into disrepute
  - 6) All members have an obligation to report any social media postings that may be subject to bringing the Club into disrepute.

### **Member Disputes**

All members must follow the Club Constitution, Policies and By-laws to handle any disputes with another member.

Any member dispute in which the General Manager, in good faith, determines to be detrimental to the Club and/or the enjoyment of the Club by other members, will be dealt with under the disciplinary procedures. This includes but is not limited to actions resulting in claims of bullying/harassment; physical altercations; and discriminatory behaviour.

All members are to have read and understood this Member's Code of Conduct Policy and will abide by it as a member of the Club.

The General Manager of The University Club of Western Australia may take any action considered necessary on occasion of a reported breach of this Code of Conduct. Any member found in breach of this Code of Conduct may be liable for a claim of misconduct, suspension or expulsion of membership, under the Club Policies and Procedures.