

Redcliffe Bridge Club

POSITION DESCRIPTIONS

OFFICE BEARERS AND NON-OFFICE BEARERS

(Approved by the Management Committee
07 May 2026)

**THIS DOCUMENT OR PART THEREOF MAY BE PHOTOCOPIED.
BUT MUST REMAIN IN THE CLUBHOUSE AND BE AVAILABLE
FOR INSPECTION AT ALL TIMES.**

PRESIDENT

The president provides leadership for the elected Management Committee and the RBC and is the organization's spokesperson. The president oversees that the club fulfills its goals and objectives, making sure it is managed in line with its constitution, bylaws, and established policies and procedures. The president acts in the best interest of members and ensure that the club complies with the governing bridge bodies including the Australian Bridge Federation (ABF), the QBA and the laws associated with bridge.

Reporting Line

The President oversees the elected Management Committee club's operations, keeps the committee and members informed, and makes sure all compliance obligations are fulfilled. The President has no authority to make decisions outside the MC unless it is an emergency.

Responsibilities

- The general responsibilities of the President are wide and varied and may include, but are not limited to the following:
- Manage the annual general meeting.
- Attend and Chair Club meetings and set the agenda with the Secretary for these meetings.
- Ensures the Club holds the necessary number of meetings, and that each one is meticulously organized and run.
- Communicates effectively with members, visitors, and volunteers.
- Represents the club as required and participates with the VP in regular QBA meetings and reports information to MC.
- Consults with the MC and Treasurer to implement and oversee strong financial controls to protect the assets of the club.
- Be one of two bank signatories.
- Actively manages any real or perceived conflict-of-interest issues and understands the reporting procedures required.
- Ensure compliance with all legislative requirements.
- Ensures complaints are effectively dealt with in accordance with the Rules and Bylaws, and there is a documented management system and procedures for archiving complaints.
- Makes sure all manuals, policies, and procedures are current.
- Work with the Vice President and MC on proposed new initiatives and educative programs for entire membership.

Skills and Competencies

- Communicate effectively
- Understands operational requirements of the Club
- Possesses knowledge of the Rules and By Laws of the club.

In addition, the president should possess a working knowledge of the legislation affecting Fair Trading, responsible service of food and alcohol, OHS, Financial Accountability Act and the Associations Incorporation Act.

The RBC Bylaws require that all position descriptions be reviewed within a month of the AGM. The MC and President will ensure that the revised position descriptions reflect the requirements of the role.

The outgoing President is to train, mentor and support the incoming President. As they are called “Immediate Past President”, they are available to assist during a hand-over year, if required.

VICE PRESIDENT

The Vice President supports the President in providing leadership to the elected Management Committee (MC) and the broader club membership. The Vice President acts as deputy to the President, assuming the President's responsibilities in their absence. The Vice President holds specific responsibility for member education and development, event and hospitality coordination, club welfare, work health and safety (WHS) compliance, and the oversight of building maintenance, cleaning, and facilities.

Reporting Line

The Vice President reports to the President and the MC. In the absence of the President, the Vice President assumes the full responsibilities of that role. responsibility The Vice President provides regular updates to the MC on areas of.

Responsibilities

The general responsibilities of the Vice President are wide and varied and include, but are not limited to, the following:

- Act as deputy to the President, assuming presidential responsibilities in the President's absence.
- Attend and participate in all MC meetings.
- Support the President in ensuring the club is managed in accordance with its constitution, bylaws, and established policies and procedures.
- Assist the President in ensuring compliance with all relevant legislative and governing body requirements, including those of the Australian Bridge Federation (ABF) and the Queensland Bridge Association (QBA).

Education and Member Development

- Develop, coordinate, and oversee educational programs for club members, including lessons, workshops, and coaching sessions for players at all levels.
- Work with the MC on proposed new initiatives and educational programs for the broader membership.
- Identify and engage qualified instructors and facilitators as approved by the MC.
- Promote continuous learning, competition, and improvement within the club community.
- Ensure educational activities are communicated to members in a timely manner.

Events and Hospitality

- Coordinate with the MC and provide in the organization of the non-tournament aspects of club events, including social functions, competitions, and special occasions.
- Ensure events are well organized, inclusive, and reflective of the club's values.
- Liaise with MC and club members to ensure adequate support for all events.
- Ensure compliance with responsible service of food and alcohol requirements at all relevant events.

Member Welfare

- Promote a welcoming, inclusive, and supportive club culture for all members, visitors, and volunteers.
- Act as a point of contact for member welfare concerns, referring matters to the President and MC as appropriate.
- Advise members of their rights to speak with the MC.
- Support new members in settling into the club and understanding its activities and culture.

Work Health and Safety (WHS)

- Work with the WHS officer to ensure the RBC's compliance with all relevant Work Health and Safety legislation and obligations.
- Ensure WHS policies and procedures are current and understood by club members.
- Oversee and coordinate regular WHS reviews of club premises and activities.
- Ensure that any WHS incidents or hazards are reported to the MC, documented, and addressed promptly.
- Maintain records of WHS activities, training, and compliance as required.

Officers, Building Maintenance, and Cleaning

- Oversee the performance and coordination of third parties responsible for building and facilities management.
- Ensure the club premises are maintained in a safe, clean, and presentable condition always.
- Coordinate and monitor regular cleaning schedules and maintenance activities.

- Work with the building manager to identify and report significant maintenance and cleaning issues to the MC in a timely manner.
- Liaise with contractors and service providers for maintenance and repair work as required, in accordance with MC approval.
- Ensure building and facilities documentation is current and accessible.

Skills and Competencies

- The Vice President should be able to demonstrate the following:
- Effective communication and interpersonal skills.
- Sound organizational skills.
- Genuine interest in member education, development, and welfare.
- An understanding of the club's operational requirements.
- Knowledge of the club's Rules and Bylaws.
- A working knowledge of relevant legislation, including Work Health and Safety (WHS) obligations, the Associations Incorporation Act, Fair Trading requirements, and the responsible service of food and alcohol.
- The ability to work collaboratively with the MC and club members.

Review of Position Description

The RBC Bylaws require that all position descriptions be reviewed within one month of the AGM. The MC and Vice President will ensure that the revised position description accurately reflects the requirements of the role. The updated Position Description must be provided to the club Secretary prior to the AGM each year.

SECRETARY

The Redcliffe Bridge Club (The Club) is an incorporated association and as such must comply with the *Associations Incorporations Act 1981(the Act)* and the *Associations Incorporation Regulations 1999*, reporting to The Office of Fair Trading.

The Club also is affiliated with the Queensland Bridge Association (QBA) and must comply with QBA Regulations. The QBA must be informed of changes to our committee, club contact details and session times. There is a secretary's page on the QBA website under the Club tab which contains information relevant to our obligations to the QBA. It should be noted that direct contact with the ABF is discouraged - if we want to contact the ABF then we should first approach the QBA with details.

The Club operates under *Rules* and *By-Laws* with which the secretary must be familiar. Where the Rules are in conflict with the Act, the Act takes precedence. Any changes to the Rules must first be approved by the QBA, then have 75% of members at a general meeting pass a Special Resolution accepting the changes and must then be approved by the Office of Fair Trading. By-Laws are for the internal management of the Club and can be changed by a resolution carried at a general meeting.

The Secretary has certain obligations under the Act and other Club functions which include:

Within 1 month of the AGM complete the tasks listed in By-Law 2.1 which details items and actions to be included in the agenda for the first meeting of the new Management Committee.

In consultation with the President, prepare an Agenda for each meeting of the Management Committee and ensure distribution prior to the meeting.

1. Prepare minutes for each meeting of the Management Committee and post them on the Notice Board and the website once accepted at a following meeting (By-Law 23).
2. Acknowledge to sender all incoming correspondence, apart from Junk mail, and include all such correspondence in the agenda for discussion (By-Law 2.4). Keep a copy of all correspondence and other documents relating to the Club (Rule 17).
3. Maintain the Register of Members (Rule 17).
4. Follow the **Process for the Conduct of the Annual General Meeting (AGM)** as detailed in By-Law 8.0 and Rules 31-38, the first step being to call for committee position nominations and notices of motions **at least 28 days** prior to the AGM date.

5. Call a Special General Meeting when required following the instructions in Rule 36.
6. Ensure that copies of the following documents are displayed in the playing room (By-Law 13.0):
 - a. Rules (previously known as the Constitution)
 - b. By-Laws
 - c. Position Descriptions
7. Collect mail from the Club's Post Office Box in a timely manner and arrange for someone else to collect when absent.
8. Be a signatory for the Club's bank accounts.
9. Update the *Director's Announcements* on a regular basis.

TREASURER

The Treasurer is responsible for the financial supervision of the Club which allows the Management Committee to provide good governance of our operations. The Treasurer's responsibilities and duties include the following weekly, monthly, quarterly, annual and ad hoc activities.

Weekly

1. Check that all income is received, banked, and recorded in the Club's financial program.
2. Ensure that all accounts are paid and recorded in the Club's financial program.
3. All payments to suppliers must be authorised by two Management Committee members approved on the Suncorp authority form. The Treasurer will initiate the payment, and the second authorised member is to authenticate the payment, via the internet banking application.
4. When processing reimbursement forms, the Treasurer will ensure they are completed and signed by the person/member requesting a refund of goods purchased on behalf of the Club. This reimbursement form is to be countersigned by two authorised officers of the club.

Monthly

5. Review the Club's income and expenditure for the month and compare the results to the previous year pointing out any anomalies to the Management Committee.
6. Prepare and present a financial report to the Management Committee, including a bank reconciliation, profit and loss statement and details of all the Club's expenditure since the last report.
7. Assess the Club's long-term financial future bringing any concerns to the attention of the Management Committee.
8. Liaise with the Club Providore monthly to ensure they are working within the annual budget set by the Management Committee. This also includes reconciling receipts:
 - a) For the Coles debit account which has a credit limit of \$1500; and
 - b) In the Petty Cash ledger and topping up as required to a limit of \$100.
9. Monitor the Club's working account and transfer any excess funds to the Club's Investment Account.
10. Back-up the Club's financial program.

Quarterly

11. Review the Club's financial position year-to-date and report any concerns to the Management Committee.

Annually

12. Liaise with the QBA and ABF in relation to their fee charges for the new year starting 1 April.
13. Advise the Membership Secretary the amount of the annual subscriptions which are due. Working with the Membership Secretary report any overdue payments to the Management Committee.
14. Make payments to the QBA and ABF for their annual fee charge.
15. Prepare the Club's financial records for the annual audit.
16. Maintain an Asset Register listing all capital expenditure and showing depreciation. This must include the date of purchase.
17. Review the Club's insurance policies each year and obtain a quote from an alternative provider at least once every 3 years.
18. Complete the ATO self-assessment form to assess the Club's non-profit status for tax purposes and present the form to the Management Committee for approval. Refer to the Forms and Documents file for assistance. NFPs can be lodged using the self-help phone service on 13 72 26. You will need to have the ABN and a reference number from the ATO letter ready when you call.
19. Re-invest all maturing Term Deposits following the approval of the Management Committee noting the Bank must be notified two (2) days before the expiry of the Term Deposit. Note the Bank will issue a reminder letter well in advance of the expiry date of the term deposit.
20. Within a month of the AGM being conducted review the Club's Key Register in accordance with By-law 2.1 (d) and update as necessary. This will include checking the key holder still has the key as registered and still requires a key based on their role in the Club. The key holder will be required to sign the key register for the new year. Where a key holder resigns from a Club position, they must return the key and sign the Register accordingly.
21. Within two (2) weeks of the AGM being conducted the incoming authorised officers (i.e. The President, Treasurer and the Secretary) are to complete, sign and present the Suncorp "Add/Delete Authority Request Form" to the Suncorp bank in person. A signed copy of the AGM minutes must be present with the form. The forms are in the Forms and Documents file.

22. Within a month of the AGM being conducted complete the ATO “Change of Registration Details” where there has been a change in the authorised officers (i.e. The President, Treasurer and the Secretary). A signed copy of the draft AGM minutes must be attached to the form. The forms are in the Forms and Documents file.
23. Issue an email to all suppliers where there has been a change in the holder of the Treasurer position. A copy of the email is in the Forms and Documents file for your assistance.
24. The outgoing Treasurer must provide all information required to transition to the new Treasurer.
25. Forward to the Moreton Bay City Council a copy of the renewed Insurance Policy and Certificate of Currency.

As Required

26. Review the amount of prize monies paid to members towards the end of each year and present a prize money schedule for the following year to the Management Committee for approval.
27. Review the number of free games given to volunteers towards the end of each year and present a recommendation to the Management Committee for consideration and approval.
28. Review and maintain a roster of Club members that undertake the role of cashier. This includes providing any training required.

NON-OFFICE BEARERS

TOURNAMENT ORGANISER

1. In conjunction with the session Director ensure full compliance with The QBA Regulations, RBC By-laws, and The Laws of Bridge 2017, paying particular attention to Laws 80 to 93 which describe the responsibilities of the Tournament Organiser and the Director in some detail.
2. Manage special events, call for nominations, and give notice of any special conditions of entry and together with the nominated session Director arrange for seeding of players if required.
3. Liaise with the QBA and other organizations to facilitate the running of special events such as GNOT's, Zone Events, Congresses, Queensland Wide Pairs and Australia Wide Pairs etc.
4. Provide a report to each monthly meeting of the Management Committee.
5. Be alert for any potential new directors and encourage and assist in their ongoing training.
6. Manage the preparation of the Club Program Book which will include all sessions for the next 12 months and present a recommendation to the Management Committee for final approval.
7. On a weekly basis, ensure a Director and Bridgemate assistant are rostered for each session.
8. Ensure processes are in place in the event of an appeal.
9. Organise and chair meetings of Directors when required.
10. Maintain a good working knowledge of the Laws of Bridge 2017, QBA Regulations, RBC Rules and RBC Bylaws and any amendments that may occur from time to time.

MASTERPOINT SECRETARY

The Club Masterpoint Secretary administers the ABF Masterpoint Scheme in accordance with requirements shown on ABF Masterpoint Centre website.

Duties include:

1. Ensuring all Masterpoints awarded to Club members are true and correct.
2. Calculating eclectic results and posting them on the Club notice boards and website.
3. Completing and submitting the Monthly Masterpoint Report electronically to the ABF Masterpoint Centre.
4. Advising the Tournament Organiser and the Club Management Committee of the number of B4c red point sessions allocated to the Club each year after ABF's assessment at the end of September.
5. Calculating Masterpoints earned by members to determine their eligibility for Club awards.
6. Displaying various reports on the Club notice board, including the current Ranking Report.
7. Confirming the correctness of Masterpoints invoice at the end of each quarter and passing it on to the Treasurer
8. Liaising with the State Masterpoint Secretary and Australian Masterpoint Secretary as required.

MEMBERSHIP SECRETARY

1. Liaise with the Club Management Committee for approval of Membership Applications for new Home and Away Club members.
2. Enter and update member contact details, using ABF and Club Membership numbers, in Compscore, Pianola, MyABF and ABF databases.
3. Ensure consistency of details among all Membership databases.
4. Maintain the personalised Club Welcome letter, generate and send it to new members as part of their application acceptance processing.
5. Send the Pianola welcome email after new members are entered into the Pianola database.
6. Forward processed Membership Applications to the Secretary for printing of Club badges.
7. Maintain list of current Away members on ABF Alternates webpage.
8. Maintain the personalised Membership Renewal letter, liaise with Treasurer to update membership rates contained in it, and send it to each member at the end of January each year (may be replaced by MyABF equivalent).
9. Liaise with the Treasurer to track membership renewal payments. At the end of February, ensure that members are aware if their membership is about to lapse; record non-renewal reasons where relevant.
10. Complete the Annual Membership Reconciliation Report electronically for the ABF by 31 March each year, advising ABF of membership non-renewals.
11. Maintain a list of emergency contact details for each member, for use by the Director if required (two copies; one in the membership folder and one in the director's folder).
12. Ensure confidentiality is maintained for all personal member information; ensure that only the minimum required personal information is released to the internet.

DIRECTORS

The Director has total responsibility for all of the actions listed below. However, in carrying out these actions he/she will have the assistance of the Bridgемate Assistant to help ensure all requirements are met. In particular, the setting of the movement must be double-checked by another Director or the Bridgемate Assistant.

The Director is the official representative of the Tournament Organiser and is responsible for the:

1. Onsite technical management of the playing session, and
2. Enforcement of the Laws of Bridge, the QBA Regulations and the Club By-Laws.

Before play, the Director must:

- a. Ensure proper access to the playing room.
- b. Attend to air conditioning, lights and windows and the general layout of tables.
- c. Decide which movement will be played and set it up on the office computer.
- d. Allocate table numbers, set timer clock, turn on microphone.
- e. Welcome visitors.
- f. Read out announcements.
- g. Take responsibility for and announce fire safety procedures when scheduled.

After play, the Director must:

1. Finalise the scoring, including a check for anomalies.
2. Display results on television and signed results on notice board.
3. Turn off microphone, timer clock, lights, and air-conditioning.
4. Secure the room and leave it in a condition suitable for commencement of the next session.
5. Set the alarm and lock up the building.

The Director is the sole authority for the processing and publishing of results. Any editing of results is the sole province of the Director of the session and/or the Tournament Organiser.

BRIDGEMATE ASSISTANT

1. Under the direction of the Director of a bridge session, the Bridgemate Assistant may assist with setting up the movement in Compscore.
2. Other duties of the Bridgemate Assistant include:
 - Assisting players operate the Bridgemate table-top unit correctly;
 - Ensuring the players' names have been entered correctly into the table-top units;
 - Printing out hand records;
 - Assisting with correcting scores and errors made entering details in the Bridgemate;
 - Assisting the Director in finalising the session results;
 - Uploading the session results into Pianola;
 - Placing any uncollected hand records into the club display folder; and
 - Assisting the Director in closing the clubroom at the end of play.

SYSTEM ADMINISTRATOR DUTIES

1. Ensure that security and system updates are done as required on all office devices.
2. Install and remove software from the computers as required to maintain them in optimal working condition.
3. Maintain a register of installed non-Windows software, which includes purchase and registration details (if applicable) and reasons for installation.
4. Document any procedures used in the maintenance of the Club's equipment and software and make this available to the Committee and other relevant Club members as required.
5. Implement a backup regime to ensure that, in the event of computer failure, full system recovery is possible in a manner which incurs the minimal acceptable loss of information agreed by the committee.
6. Implement system backups such that the time required to restore a system to its fully working condition is minimised.

Unless the Committee requires otherwise, the minimal backup schedule for each computer should include ...

- Full backup to an external hard drive at the end of each week;
 - Daily incremental backup to an external hard drive;
 - Backup drives to be stored in the office, except for one drive containing a copy of all most recent full backups to be stored offsite;
 - Full system backups to be copied to cloud storage weekly.
 - (Treasurer PD to include details of separate file-based backups of financial data)
7. Asset register?

WEBSITE AND ADMINISTRATOR TECHNICAL SUPPORT

1. Maintain the integrity of the Compscore and Bridgemate scoring systems updating the programs on a regular basis.
2. Provide training on Compscore and Bridgemates to Directors and Bridgemate Assistants as required, keeping those officers informed of any changes to the scoring systems.
 - a. Develop reference material that is current and easily accessible by all officers for training.
 - b. Maintain a register of errors/issues that arise regularly.
3. Check the battery life of the Bridgemate II Server and table-top units, monthly.
4. Clean the screens of the Bridgemate III devices weekly.
5. Maintain the integrity of the dealing program by applying updates as required. (liaise with the Head Dealer)
6. Provide training to users of the dealing system in association with the Head Dealer.
7. Ensure that new boards are available for all bridge sessions, in association with the Head Dealer.
8. Ensure that the printing of booklets, score sheets etc. are available for special events in association with the Tournament Organiser.
9. Maintain the dealing machine, keeping it clean and make any adjustments as required.
10. Locate and replace damaged and worn cards.
11. Ensure that the photocopier is in good working order and that we have the necessary materials on hand for our printing and copying needs.
12. Manage Pianola and assist committee members who need to use it. Send any authorised emails to club members by Pianola.
13. Maintain the club website and ensure all links are functional.
14. Assist the newsletter editor with the publishing of Bridge Buzz on the club website.
15. Assist with the formatting and printing of the Annual Program Book.
16. Update any calendar changes on the club website, as required.
17. Maintain the registration of the club DNS (domain name server) in conjunction with the Treasurer.

BUILDING MANAGER

1. Maintain, with the co-operation of the management committee, all Club areas used by Members. This includes the management of cleaning services, pest control, plumbing, air conditioning, electrical maintenance, servicing of the external automatic door and external cleaning.
2. Keep a Maintenance Register in conjunction with the Secretary.
3. Ensure that all lights are in working order.
4. Ensure that rubbish is removed and that wheelie bins are out for collection.
5. Ensure that chairs are checked twice yearly and pads are replaced where necessary.
6. Ensure that the water cooler is serviced and functional.
7. Liaise with the Snooker Club with regard to joint responsibilities.
8. Liaise with the Moreton Bay City Council as required.
9. Ensure that all Club policies and procedures comply with relevant Government legislation.
10. Provide regular reports to the Management Committee on the above matters.

HEALTH AND SAFETY OFFICER

The Health and Safety Officer, subject to directions from the Committee, is responsible for issues relating to health and safety in the Club rooms including:

1. The development, monitoring and implementation of the Health and Safety policy of the Club.
2. The development and maintenance of the Emergency Management Plan.
3. Maintaining an Incident Register and presenting it to the Committee for action.
4. Ensuring the Club is compliant with relevant health and safety legislation.
5. The inspection of the Club rooms and grounds on a regular basis to identify and evaluate possible risks and hazards.
6. The Health and Safety Officer will provide the Secretary with a monthly report.
7. Ensure that fire procedures are current and announced regularly.

EDUCATION OFFICER

The Education Officer, in conjunction with the committee, is responsible for the promotion and encouragement of bridge education for all within the Club. This endeavour will cover all aspects of the Club's operations and encompass the consideration of:

1. Recognition that all within the Club may not seek such educational opportunities.
2. Wherever possible, education opportunities should be targeted towards specific goals/outcomes and be available to a wide cross-section of the Club membership.
3. Encourage the development and utilization of in-house training resources wherever possible.
4. Provide assets and opportunities that encourage individual and group learning.
5. Encourage a culture of inter-generational development to sustain the Club's viability and long-term future.

To achieve those outcomes, the main functions of this role are effective communication (listen and engage) supported by constructive feedback (membership and committee); consultation both written and verbal with the Club members; and regular reports/updates to the committee.

The Education Officer will also provide an Annual Report to the members.

PURCHASING OFFICER

1. Maintain a Purchasing file including a description of purchasing procedures, and a list of suppliers.
2. Periodically review supplies and determine when additional supplies are required. Supplies include Bridge supplies such as bidding pads, systems cards, Rules Books etc., as well as stationary supplies and miscellaneous items such as batteries, alcohol, decorations etc.
3. Either purchase the items required or arrange for others to purchase, then pass invoices to Treasurer for payment.
4. Arrange trophy engraving and Name Badge printing.
5. Ensure adequate supply of drinking cups for the water cooler.

PROVIDORE

1. The Providore, with the help of the committee, is responsible for catering for Club events.
2. The Providore will be responsible for purchasing supplies as required, within an authorised budget, and will have a Coles card to purchase goods on the Club's account. They will also use Petty Cash for purchases.
3. The Providore and/or their representative will set up tea/coffee area for designated break during play.
4. The Providore and/or their representative will maintain the kitchen facilities and dining areas ensuring that these areas are kept in a clean and tidy condition in accordance with government legislative requirement.

WELFARE OFFICER

1. Send "Get Well" cards to members who are in hospital or unable to come to the Club due to illness.
2. Send Sympathy cards to members who have lost a partner.
3. Provide the Secretary with a monthly report including a list of members who have been sent cards.
4. Provide induction support for new members of the Club.

LIBRARIAN

1. Administer the Club's library in accordance with members' needs and provide advice to the committee on overdue resources that haven't been returned.
2. Provide advice to committee on new bridge resources that could assist learning.

CLUB RECORDER

1. The Recorder shall be appointed to the position by the Management Committee of Redcliffe Bridge Club.
2. The Recorder shall be an experienced bridge player, preferably with knowledge and experience of mediation of disputes.
3. The Recorder shall be a person to whom players have recourse on complaints or suspicion of improper, unethical, or discourteous behaviour by others in general matters which are not strictly the province of the Director of the session. The session Director may also refer a complaint to the Recorder.
4. If the Recorder is absent from a regular Club session, players may choose to communicate with the Recorder by telephone or email. The details for the Recorder shall be available on the Club website.
5. In the case of a Congress or major Club competition, the Recorder will follow ABF guidelines for the Role of the Recorder, stated on the ABF website.
6. In the case of Club sessions, if the Recorder is unable to resolve an issue or if it is deemed that further investigation may be appropriate, the Recorder shall make a formal written report to the Management Committee who will then assume ongoing responsibility for the resolution of the matter or instigate disciplinary proceedings in accordance with Rule 12(2), By-Law 6, and By-Law 7.
7. The Recorder shall not provide decisions that are in the province of the session Director. If a complaint is made to the Recorder, the Recorder shall not have any role in an appeal or disciplinary matter relating specifically to that incident or complaint.
8. The Recorder shall maintain a confidential written record of referred incidents and actions taken on an Incident Report Form which will be available to the Secretary of the Management Committee on request.
9. For disciplinary records referred to the committee, these will be retained in a file in the safe for a period of 10 years. For records of incidents that were resolved without the knowledge or involvement of the committee, the Recorder may destroy these or pass them on to the next Club Recorder, as they deem appropriate.
10. The Recorder shall have the support of the Management Committee. Any discourtesy to the Recorder while exercising his/her functions will not be tolerated and the Management Committee will use its disciplinary powers to support the Recorder.

11. Steps for a Recorder * *Be Approachable* * *Listen well* * *Be accepting and not judgemental* * *Keep in mind the need for impartiality and fairness.*

- Discuss confidentiality and ensure that the complainant is aware of the right of the responder to have access to the details of the complaint. Consider seeking written permission.
- Clarify what outcome the complainant seeks.
- Outline the options available to the complainant –

Taking no action

Apology

Mediation

Escalation of the complaint to a formal level via a report to the Management Committee.

- If appropriate, discuss the possible eventuality of necessarily involving witnesses, depending on the outcome sought.
- Advise and inform players involved within seven days of:
 - No further action
 - Notifying Director of the session
 - Referral of matter to the Management Committee
 - Provide an opportunity for the complainant to see the Recorder again, if necessary