



Rāngai eSports

Policies, Guidelines, and Code of Conduct

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Policies and Code of Conduct

Harassment

Harassment of any kind is not acceptable at Rāngai eSports and complaints related to behaviour of this nature (see definition) will be treated as serious and will be dealt with promptly, confidentially and impartially by the Committee or eSports coordinator. No person who lodges a complaint with respect to harassment will be disadvantaged because they have made the complaint.

- Complaints relating to harassment should be dealt with as most serious and may require the involvement of an independent mediator, or the police in the case of a criminal offence
- Internally, formal complaints should be received by the Committee or eSports coordinator (unless the complaint directly concerns someone on the committee or the eSports coordinator)
- On receiving a complaint, the committee or eSports coordinator will decide whether
 - they are the most appropriate person to receive and handle the complaint;
 - the nature and seriousness of the complaint warrants a formal resolution procedure;
 - to appoint a person to **investigate** (gather more information on) the complaint;
 - to refer the complaint to mediation;
 - to refer the complaint to a hearings tribunal;
 - to refer the matter to the police or other appropriate authority; and/or
 - to implement any interim arrangements that will apply until the complaint process set out in these Procedures is completed.
- Regardless of the process adopted, it will be based on the principles of justice where:
 - Both the complainant and the respondent must know the full details of what is being said against them and have the opportunity to respond
 - Decision maker(s) must be unbiased, fair and just
 - Penalties imposed must be fair

Equal Opportunities

Rāngai eSports supports equal opportunity as applied to membership, coaching,

committee appointments and player selection and will make decisions based on a person's skills with disregard to personal characteristics including race, gender, marital/parental status, physical or intellectual impairment, same sex preference, age, or political affiliation or beliefs. The exception to this statement exist where a rule or bi-law has been established by the Club, Association or State Body that prohibits participation of an individual in a particular competition because of safety or maturation considerations.

All members of the Club are expected to treat all people with respect and not to discriminate directly or indirectly against people based on personal characteristics including those listed. Any person engaging in behaviour deemed as racially vilifying, homophobic, or discriminatory will encounter disciplinary action

Conflict of Interest

It is recognised that all members of the Committee / Board and staff will have interests associated directly or indirectly with the functions of the organisation. It is possible that conflicts of interest may arise for Committee / Board Members, staff and volunteers.

All Committee / Board members and the CEO must notify the Committee's / Board's Chairperson of any perceived, real or potential conflict of interest as soon as it is recognised. The Chairperson will decide the appropriate action regarding the reported conflict.

If the conflict relates to the Chairperson, a Temporary Chair needs to be assigned by the Committee / Board to manage it.

In the case of staff and volunteers, any conflict of interest must be reported to the CEO.

Everyone is to be informed about and agree on the importance of avoiding conflict of interest. Other related policies and procedures e.g. appointments, selection and contracting should be adhered to without exception.

Everyone is responsible for ensuring that any changes to existing conflicts of interest are noted on the Conflict of Interest Register.

This policy applies to all members of the Committee / Board, the CEO, all staff and volunteers as well as any person acting on behalf of Rāngai eSports

Conflicts of interest are real, perceived or potential instances where a person, group or organisation could benefit from a decision or access to information. The benefit may be financial or non-financial

The Chairperson will call for any conflicts of interest to be declared at the commencement of every meeting. These will be noted in the minutes, as will the actions taken to manage the conflict.

The CEO / Secretary will manage a Conflict of Interest Register which will appear in the organisation's Annual Report.

Actions resulting from the declaration of a conflict of interest may include but not be limited to one or a combination of the following:

- Recording the nature of the conflict of interest including any actions or decisions
- The person who has declared the conflict to not participate in particular decisions
- The person who has declared the conflict of interest not to be present for particular discussions
- The person who has declared the conflict of interest not to participate in a series of meetings
- Where the conflict of interest has a significant impact on the reputation of the organisation, or the capability of the person to function in their role, they may be asked to stand down from a particular committee, sub-committee or role or suspend their role until such time as the conflict of interest is no longer an issue
- **Where a person fails to declare a conflict of interest they may be subject to disciplinary or legal action.**

Diversity

The purpose of this policy is to demonstrate Rāngai eSports' commitment to and value for diversity and inclusion across all levels of the organisation. The policy also articulates Rāngai eSports' responsibility and commitment to supporting member clubs to be inclusive, value diversity and be free of discrimination. It is Rāngai eSports' intention that all members are treated fairly and with respect and that no one is denied access through discrimination.

- Rāngai eSports is committed to and values diversity and inclusion at all levels of the organisation and will support affiliated member clubs to do likewise
- Rāngai eSports is committed to ensuring that all members are treated fairly and with respect and that no one is denied access through discrimination
- Rāngai eSports is committed to equal opportunity for people to participate in the sport and promotes equitable access for participation in Club activities
- Rāngai eSports does not tolerate discriminatory or oppressive behaviour of any kind and will enforce disciplinary action in response to any behaviour deemed as such
- Rāngai eSports maintains policies and procedures to ensure equal opportunity and to eradicate discrimination, harassment, vilification, abuse and actions of intolerance
- In recruiting for Board Members, Rāngai eSports will actively seek diverse membership which is reflective of our local community. This includes the inclusion of women, men, people from culturally and linguistically diverse backgrounds, people with varying abilities and viewpoints

- Rāngai eSports is committed to taking positive action where inequalities exist and the development of a program of on-going training and awareness in order to promote diversity in our sport
- In seeking for diversity within all aspects of the sport, Rāngai eSports is committed to providing relevant training to its Board Members, staff, club representatives e.g. Disability Awareness Training. Cultural Awareness Training
- **The association / league may wish to establish self - imposed quotas or benchmarks for Board Representation e.g. 20% Board Members are women and include specific statements**

Financial Management

To ensure that the club's finances are handled responsibly and to enable the implementation of sound day to day financial management practices with clear parameters.

The Committee of Management will ensure that:

- A suitably qualified person is recruited to the role of Treasurer
- Adequate support by means of a financial sub-committee or advisory group is established if needed
- A budget is available to purchase up to date financial software if needed
- An approved budget for the year is determined and that expenditure is within budget
- Sufficient income is available to meet the budget requirements
- All funding agreements are adhered to and acquitted as required
- Monthly financial management reports are produced and presented to the next Committee Meeting
- All legal and taxation requirements are attended to and delivered on time
- An audit is completed if necessary in accordance with the Associations Incorporations Act
- Decisions regarding investment are resolved by the Committee

Rāngai eSports will abide by the standard procedures listed below.

- Decide whether to use cash or accrual based accounting
- Two signatures are required on all cheques / for all accounts
- The Treasurer and one other Committee Member are authorised to operate the club bank accounts
- A limit of \$300 may be authorised by the Treasurer without the approval of the committee
- Bi-Monthly Financial reports are prepared for Committee Meetings and distributed before the meeting
- Any variances to the budget are explained to the Committee Members
- Appoint a suitably qualified auditor if required
- After audit, develop a subsequent action plan to respond to the auditor's report

- If Incorporated the Club will submit an annual return to Consumer Affairs by the given date

A petty cash system will be established to record petty cash transactions. Money will only be reimbursed on receipt.

Information Privacy

To ensure that all Club Officials who are responsible for handling personal and/or health information do so in a manner that protects every individual's right to privacy.

Rāngai eSports Committee is fully committed to protecting everyone's right to privacy. Club officials in collecting information will comply with all aspects of the Privacy Act 2020 and the Health (Retention of Health Information) Regulations 1996.

It is the Committee's responsibility to ensure that relevant Club officials are familiar with their obligations under the Acts and that the handling of both personal and health information is done so in accordance with the law.

In particular:

- Rāngai eSports will only collect personal and health information that is required for its activities
- Information will only be used for the purpose for which it was collected
- If information is required for other purposes other than those for which it was collected, agreement will be sought beforehand
- Information will only be accessed by Team Officials and Committee Members
- Information will be securely stored
- Information will be destroyed if it is no longer needed for any purposes

Collection and Consent

- On the Club's Registration Form, clearly define the purpose for collection of information and a consent statement re: distribution of information for signing if consent is given. (This must be signed by a parent if for a minor). This statement could include the likely distribution e.g. the provision of health information to the team's first aid personnel, sharing contact details amongst team members or their parents for transport pooling for example.
- The information collected should only be distributed for the stated purposes
- If there is a request for member data for an alternative reason, permission must be sought first. E.g. an equipment supplier wants to send out advertising material to your members.
- By becoming a member of Rāngai eSports you consent for the taking and use of photographs in the Club Newsletters / website that contain your image.
- Where consent is not given to distribute information, the member's details will be stored securely and is best kept in a separate database to avoid error.

Storage and Access to Information

- Information should be stored centrally (i.e. housed together with a designated person) and is best kept away from the Club facility if possible. The storage should be secure e.g. password protected computer, lockable filing cabinet.
- Only those officials stated on the Registration Form should be provided with member information and they should only receive information about the people they need to
- When information is not required for any purpose, it should be destroyed

Working With Children/ Police Check Reports

- This information can contain sensitive information and should be handled by a designated and responsible person within the Club. Information provided in these reports is strictly confidential and will only be brought to the attention of the Committee when the report content requires some action.

Sponsorship

To ensure that decisions about the type of sponsors Rāngai eSports wishes to be involved with are well documented and that this is adhered to when approaching or being approached by sponsors. To provide the Committee with a guide to safeguard against inappropriate commercial interests becoming associated with the club and to ensure the club's values and vision are reflected by its business dealings.

Rāngai eSports Committee encourages the involvement of appropriate community and corporate sponsors in the provision of programs, facilities, and events.

The President and/or the eSports Coordinator have the authority to seek and negotiate corporate sponsorship agreements for the approval of the Committee of Management. These negotiations must be in line with the policy statements below.

Sponsorship participants must all be from reputable organisations whose public image, products and services are consistent with our values and goals.

Rāngai eSports Committee and the eSports Coordinator:

- discourage arrangements with tobacco related companies, alcohol products or outlets, fast food outlets, online dating services
- will ensure that the sponsorship arrangement does not conflict with club policies or impose conditions that would impact on the club's ability to carry out its functions
- will ensure that the sponsorship agreement maintains the professional image of all parties
- will develop and maintain a positive relationship with our sponsors through regular communication
- reserve the right to accept products for distribution on merit, not because they are free

- will ensure that the club obligations under the sponsorship arrangement are met
- will ensure that the sponsorship allocated is spent in the manner for which it was provided
- will ensure that no office bearer or member receives any personal benefit as a result of a sponsorship arrangement
- do not explicitly endorse the sponsor or its product through its association.

Equity and Inclusivity

To ensure that Rāngai eSports continues to strive towards access for diverse members and volunteers and that all people associated with the club are treated equally and fairly, with dignity and respect.

Rāngai eSports will:

- Value the diversity of its participants and welcomes people of all abilities and backgrounds to participate in the club
- Ensure equity is adopted across all areas of its operations including representation in areas of decision-making. The development of consistent and transparent procedures for selection, dealing with grievances etc will assist in the fair treatment of those associated with the club
- Respect the rights, dignity and worth of every person and will treat everyone equally, regardless of age, gender, race, ability, religious belief, sexuality and /or preferences or social / economic status
- Recognise the role every person plays to make the club a success. Success is not only measured by the on-field results, but by the feel and atmosphere of the club
- Commit to everyone having the right to enjoy their sport in a friendly and positive environment, free of harassment and intimidation and abuse. All club members have a responsibility to oppose discriminatory behaviour and promote equality in opportunity
- Deal with any incidence of discriminatory behaviour seriously, according to club disciplinary guidelines and grievance procedures. These dealings should be transparent and consistent
- Help new members feel like they belong, by introducing them to other members and showing them around the club
- Ensure that where juniors are concerned, that equal learning opportunities and playing time are put ahead of winning.

Grievances and Complainants

To ensure that grievances / complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner

It is recognised that people associated with Rāngai eSports will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. Rāngai eSports believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

Steps to Making a Complaint / Achieving Resolution

- Speak to the person causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions
- Speak to a Committee Member for advice on possible solutions and/or intervention
- Make a formal complaint in writing to the Committee
- Seek independent arbitration if a suitable resolution cannot be reached
- Refer the complaint to the Equal Opportunities Commission, the Industrial Relations Commission or relevant body.

Seeking Resolution

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

If requested, and outside mediator can be brought on to resolve the issue. Any costs incurred will be the responsibility of the member.

Formal Complaint Procedure

A person who chooses to make their grievance or complaint formal must do so in writing to the Committee.

- Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording

- Contact will be made with the complainant within 7 days of the receipt of the complaint
- If another party is involved they will be fully informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator
- If the grievance is substantiated and unresolved the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned
- The complainant and respondent will be informed of a decision in writing
- If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.
- If the grievance remains unresolved, the matter should be referred to the relevant body / Commission dependent on the nature of the complaint.
- The complainant may seek the assistance of an agent throughout this process.

Social Media

This policy sets expectations, obligations and acceptable use practices for consuming and creating social media content.

This policy applies to all members and may apply even when using personal devices and accounts if the content relates to Rāngai eSports.

Rāngai eSports acknowledges the enormous value of social networking applications & websites, such as (but not limited to) Facebook, Instagram, Twitter, and Youtube to promote our club and celebrate the achievements and success of the people involved in our sport.

The eSports Coordinator and committee members have permission to monitor social media sites.

It is expected that all members conduct themselves appropriately when using social networking sites to share information related to our sport.

Social media content, including postings, blogs, status updates and tweets:

- Must not use offensive, provocative or hateful language
- Must not be misleading, false or injure the reputation of another person
- Must respect and maintain the privacy of others and not release information not suitable for public, i.e. internal organisational details
- Must not damage the reputation or operations of Rāngai eSports
- Must not be detrimental to our organisation, reputation or relationships, relationships with fellow members, or the trust and confidence we have in the eSports Coordinator

Breach of Policy

Breaches of this policy will be considered a serious matter.

Committee members and/or the eSports Coordinator who do so will be subject to disciplinary action, up to and including termination of membership.

Where appropriate, the company will involve the police or other law enforcement agencies in relation to breaches of this policy.

Health and Safety

To provide a safe and healthy sporting club environment for players, spectators, volunteers, coaches and officials. This policy encourages everyone to take a role in accident / incident prevention.

Rāngai eSports is committed to keeping all people associated with the Club, safe and to managing any accidents and /or incidents in a manner which minimizes harm to individuals and the organisation.

- Rāngai eSports will adhere to all safety related directives from its parent body and the Committee e.g. heat policies, head injury policies
- Everyone involved with the Club is encouraged to contribute to accident prevention by reporting potential risks or dangers on sighting
- It is compulsory for the eSports Coordinator, volunteers, and committee members who are likely to have unsupervised contact with minors to have passed a police check
- Rāngai eSports aims to have first aid equipment and adequately trained volunteers available for competition and training
- In the case of an accident occurring where there are no trained personnel present, club representatives will act on the side of caution and will seek medical assistance, or ambulance support
- The eSports Coordinator will ensure that players utilise personal safety equipment and that general playing equipment is well maintained
- Club officials will inspect playing surfaces to determine safety prior to play including the removal of any temporary hazards

- Accidents, incidents and near misses occurring will be documented on an accident register including the actions undertaken by Club personnel. This register will be kept by the Secretary and will be regularly viewed by the Committee to inform risk management strategies required
- Rāngai eSports is a smoke-and-alcohol-free organisation and does not permit smoking or drinking in or around the clubhouse facilities, courts or fields, in eye-shot of junior players, or in vehicles used to transport players

PROCEDURES TO SUPPORT MEMBER SAFETY

- The Committee reviews policy statements prior to the commencement of the season and amends / develops where necessary
- The Committee communicates policy contents to members through newsletter, email or Registration Forms encouraging everyone to take a role in accident prevention
- Development of a record of first aid representatives willing to support the Club and the team with which they are associated
- Check maintenance dates on fire extinguishers and inform relevant authority if required
- Replenish first aid kits prior to season commencement and replace any items out of date
- Safety briefing to be conducted at the commencement of the season for all Committee members, coaches, first aid representatives, team managers etc. Include information on how to report accidents / incidents
- Maintain the accident register

Identity Villification

To send a clear message to players, coaches and officials as well as spectators that harassment of any kind based on race, religion, colour, descent or national or ethnic origin is not tolerated at the Club and will incur disciplinary action.

Rāngai eSports supports diversity and is proud to have a membership that is multi cultural and reflective of the broader community. Rāngai eSports is committed to an environment which promotes racial and religious tolerance by prohibiting certain conduct and providing a means of redress for victims of racial vilification and/or racial discrimination.

Under this Club policy:

No person, member, spectator, official or otherwise associated with the Club, will engage in conduct that offends, insults, ridicules, threatens, disparages, incites hatred against, or vilifies another person on the basis of their race, religion, colour, descent or national or ethnic origin.

In the event that there is an alleged breach of this policy, a member, spectator, or participant may lodge a complaint by (give a time frame e.g. 5.00pm the day following) to the eSports Coordinator. The complaint should be in writing.

PROCEDURES

Refer to grievance and complaints procedures

Advertisement and Media

By registering with Rāngai eSports, members give their permission for their image to be shared and published on in media owned by Rāngai eSports, sponsors of Rāngai eSports, and trusts that approve grants for Rāngai eSports.

Whether it be a photograph or video clip, these images that are shared on Rāngai eSports official channels or third-party organizations are not to be used to smear or defame the member. If a member feels that their image has been used to smear or defame them, they are able to file a grievance or complaint to the committee and/or the eSports Coordinator. If requested, an outside agency could investigate if the member feels the committee/eSports Coordinator is unable to carry out an investigation without bias. Any cost incurred will be the responsibility of the member filing the complaint.

If you wish for your image not to be shared on official channels or by third-party organizations, [complete this form](#) and submit it to the eSports Coordinator (lochlan@rangai.nz).