



St Pauls Uniting Sporting Club Inc

Good Neighbour Practices

GOOD NEIGHBOUR OBJECTIVES

The Good Neighbour objectives of the Association are to work together with our neighbours and the local community to minimise inconvenience to, and complaints from, residents whose homes or businesses adjoin our sporting facilities.

COMMUNITY LIAISON OFFICER

The Association will appoint a Community Liaison Officer (CLO) at its Annual General Meeting.

The CLO will be responsible for leading liaisons between the Association and our neighbours and the local community. The contact details of the CLO will be distributed to:

- The owners of the facilities we use
- Neighbours to the facilities we use
- The local community around the facilities we use
- Clubs with whom we share the facilities we use.

The CLO will be responsible for liaising with all parties to seek a suitable solution if any issues arise or complaints are received by the Association.

The CLO will work closely with our neighbours, community groups (such as Neighbourhood Watch) and local schools (such as Citipointe Christian College) to develop relationships with the community.

COMPLAINT HANDLING PROCESS

The Association has adopted the following Complaint Handling Process:

- 1 If a person makes a complaint regarding the use of the Association's facilities, the complaint will be:
 - a. Registered and acknowledged by the Secretary;

- b The Secretary will refer the correspondence to the CLO who will advise both the Secretary and the complainant of the date and time a response to the complainant is required;
 - c The CLO will provide a response to the complainant no later than the date and time agreed;
 - d The CLO will provide a copy of the response to the Secretary who will update the complaint details and keep a formal copy of the response;
 - e The CLO will advise the owners of the facility of the action taken.
- 2 The Association expects the facility owner to contact the complainant to ensure that the issue has been resolved appropriately.
 - 3 If, in the reasonable opinion of the parties concerned, the complaint has not been resolved within a reasonable timeframe to the satisfaction of both the complainant and the Association, the Secretary will record that a community dispute has arisen. The parties may be required to participate in an independent mediation or arbitration process to resolve the dispute.

ENGAGING THE COMMUNITY

The Association takes its community responsibilities seriously. Consequently, it aims to be considerate of those who live and work near the facilities we use. The Association will use a number of communication channels to engage its local community, including:

- 1 Circulating copies of our playing/training and social calendars
- 2 Forwarding a copy of the Club Newsletter to local residents and businesses so they can share in our developments and achievements
- 3 Inviting neighbours to major events
- 4 Establishing times the field lighting, public address systems, sirens and hooters will be used and notifying our neighbours of changes to these
- 5 Encouraging our neighbours to become involved with the development of the facility
- 6 Ensuring vehicles do not obstruct our neighbours' driveways
- 7 Ensuring that the layout of our facilities as they are developed are reviewed and adjusted, if necessary, to reduce the impact on our neighbours
- 8 Encouraging our Club members and those visiting teams to adopt a Good Neighbour attitude by being considerate to our neighbours

- 9 Making our facilities available for use by other community groups
- 10 Publishing the contact details of our CLO so our neighbours know whom to contact if they have any issues.

TO WHOM THIS POLICY APPLIES

This policy applies to all members, players, team officials, volunteers, club officials of the Association and visitors to the Association's premises and activities.