

Trial Session Policy



Club

Geelong Greyhound Racing Club (GGRC)

Effective Date

This Trial Fee Policy (**Policy**) commences on 1 April 2024.

To be Reviewed

Annually

Key Points For Trial Payments

Since the decision of GRV to no-longer provide trial funding, GGRC has recommenced the charging of trial fees with booking.

- All bookings and payments are to made through the FastTrack portal, with **the exception of post race day trials**.
- **No payment, no trial.**
- Failure to make payment of booked trials at least 24 hours of the non-race day trial session may result in the cancellation of the booking.
- Cancellation of trials should be done within 24 hours of the non-race day trial session to allow other participants opportunity to book these trials.
- Refunds and credits are at the discretion of the club and will be considered on a case-by-case.
- No-shows and late cancellations will be managed through the clubs 3-step escalation process (see Escalation Process).
- Participants with outstanding accounts will be excluded from booking further trials until the outstanding fees are paid and managed through the club's 3-step process.
- All bookings and payments for **race day trials** are to be done through the club. Payment must be made 2 races before the last.

Trial Session Policy



Purpose

The purpose of this Policy is to outline the Geelong Greyhound Racing Club (**Club**)'s policies relating to:

- The management of booking, payment and cancellation of trials.
- The management and of trial sessions
- The Club is a workplace free of all forms of discrimination and harassment, including sexual harassment and bullying. It aims for equality of opportunity for all employees and visitors to the Club.

Scope

This Policy applies to all people involved in greyhound racing in connection with the Club, including all members of the Club committee, Club members, Club employees and any contractors, student placements, volunteers, participants and community members.

Policy

The Club is committed to taking reasonable steps to ensure that:

- All trial sessions including bookings and payments are conducted efficiently and effectively; and
- All participants have fair and equal access to booking and undertaking trials at the club.
- The Club is a workplace free of all forms of discrimination and harassment, including sexual harassment and bullying. It aims for equality of opportunity for all employees and visitors to the Club.

This Policy is intended to ensure that there is a shared understanding amongst all Club employees, temporary staff, independent contractors, volunteers, work experience personnel and participants of the Club's expectations regarding acceptable and appropriate booking, payment and cancellation of trials, and fees.

The Club is dedicated to implementing a proactive approach by taking reasonable steps such as educating all people involved in greyhound racing in connection with the Club; as well as continuing to monitor behaviour and endeavouring to prevent any disputes

	<p>from occurring in the first instance, even in the absence of a formal dispute/grievance.</p> <p>Club Management and/or the Club Committee will treat all disputes confidentially, seriously and sympathetically as far as is reasonably practicable. However, it may be necessary to speak with other people in order to determine what happened, to afford fairness to those against whom the complaint has been made and to resolve the complaint.</p> <p>Outlined within this Policy is an internal dispute resolution process to assist people to raise issues of concern. Appropriate disciplinary The internal dispute resolution process is outlined in this policy Appropriate disciplinary action may be taken against anyone found to have breached this Policy.</p>
<p>Applicable documents</p>	<ul style="list-style-type: none"> • <i>Occupational Health and Safety Act 2004 (Vic)</i> • Club Constitution <p>All trial session participants can request a copy of the following:</p> <ul style="list-style-type: none"> • Club Code of Conduct • Club Equal Opportunity, Anti-Discrimination, Anti-Harassment and Anti-Bullying Policy • Site Safety Rules • Managing a Grievance Process
<p>Trial Booking Process Non-Race Days</p>	<p>The Club trial session booking process is conducted on FastTrack or by contacting the Club. The schedule and details can be found on the GRV webpage at the links:</p> <p><i>Week Ahead:</i></p> <p>www.grv.org.au/trials-week-ahead</p>
<p>Trial Session Requirements</p>	<p>Club policies and details included in this Policy must be adhered to.</p> <ul style="list-style-type: none"> • Trainers must arrive to trial session, 10 minutes prior to the booking. • The Club does not currently limit the number of trials • Trials are to be booked under Trainer's own name and NOT booked by others to avoid the clubs' booking criteria. • If late to trial session – trainer will be required to wait until the end of session or a gap in the session. • If a trainer fails to bring a number of greyhounds to trial much less than, or more then number booked will be managed through our payment process for non-race day trials.

<p>Payment Process for Non-Race Day Trials</p>	<p>All payment for non-race day trials must be made online via FastTrack. The Club maintains a “no payment, no trial” policy, meaning participant’s trials will not go ahead if payment have not been received.</p> <ul style="list-style-type: none"> • Payment must be received 24 hours prior to the trial session otherwise the club may cancel the booking and allow the slots to be booked by another participant. • If a participant brings more greyhound than what is booked, the Club has the right to refuse the additional trials. If the club can facilitate the trials The trainer will be required to pay for the additional trials. <p>Payment will not be accepted at the boxes.</p>
<p>Cancellation of Non-Race Day Trials</p>	<p>To cancel a trial, participants must contact the club by telephone.</p> <ul style="list-style-type: none"> • Participants must cancel their trials at least 24 hours prior to the commencement. • The club acknowledges that there are occasions where cancellation less then 24 hours before the trial are necessary. Participants must contact the club for any cancellation. • Late cancellation or no-show at trials will be managed through the Club’s 3-step escalation process.
<p>Refunds & Credits</p>	<p>Refunds on paid trial sessions will be at the discretion of the club and its board.</p> <p>Credits may be given for trials that have been paid but were not able to be undertaken.</p> <p>The club acknowledges that cancellations are necessary through no fault of the participant. Late cancellations (less than 24 hours) will be considered on a case-by-case basis as to whether a credit apply.</p> <p>Credits may be given if the Club cancels trials less than 24 hours prior to the trial session. It is ultimately at the discretion of the Club’s manager, with the support of the Club’s Committee, as to whether a refund or credit will be offered for future bookings.</p>
<p>Outstanding Payments</p>	<p>In circumstances where participants have trialled dogs without payment of the trial fee, these will be recorded by the Club and considered as <i>outstanding payments</i></p> <p>All cancellations and no-shows will be considered on a case-by-case basis as to whether a fee will still apply. If the Club, supported by the Club’s Committee, decides a fee is still required it will be recorded by the Club and be considered <i>outstanding accounts</i>.</p> <p>Participants with <i>outstanding accounts</i> will be excluded from booking future trials until the fees have been paid.</p>

	<p><i>Outstanding payments</i> will be managed the Club's 3-step escalation process.</p>
<p>Escalation Process</p>	<p>The Club will endeavour to make sure trials are available for as many participants as possible on an equal basis.</p> <p>All cancellations, 'no-shows' and <i>outstanding accounts</i> put greater stress on trial capacity and reduces the opportunities for other participants to secure trials.</p> <p>The Club has a 3-step escalation procedure in place in the event of trial booking and cancellation processes not being followed appropriately:</p> <ol style="list-style-type: none"> 1. an initial warning and invoice for the outstanding account, 2. a 1-week exclusion from trialling at the GGRC for repeat occurrence(s) and invoiced outstanding account, 3. a 1-month exclusion from trialling at the GGRC and invoiced for outstanding amounts. This will apply for all repeat occurrence(s). <p>The Club will maintain a record of cancellations and no-shows and issue formal notification to participants as appropriate.</p>
<p>Race Day Trials</p>	<p>Race day trials are booked through the Club on the day of racing. This includes;</p> <ul style="list-style-type: none"> • Satisfactory trials • Half field trials • Solo trials <p><i>Please note: Satisfactory and half-field trials are subject to the number of bookings and if the necessary number of dogs are not available, these trials may go ahead. If this occurs, participants with dogs booked half fields booked will be offered solo trials.</i></p> <p>Payment for race day trials can be made over the telephone or in the Club's administration building. Payment must be made prior to the second to last race unless other arrangements have been made.</p> <p>The Club maintains a "no payment, no trial" policy, meaning participants trials will not go ahead if payment have not been received.</p>
<p>Club Cancellation of Paid Trial Session</p>	<p>The Club acknowledges there will unforeseen circumstances that will require it to cancel sessions that have already been paid for by participants.</p> <p>In these instances, the Club will offer trial credits to participants and endeavour to reschedule these bookings with the participant.</p>

<p>Extreme Weather and Trials</p>	<p>To ensure the welfare of greyhounds, participants, and staff, the Club is obligated by GRV's <i>Hot Weather Policy</i>. GGRC will endeavour notify participants and adjust trial sessions to accommodate trials when the <i>Hot Weather Policy</i> applies. Instances in accordance with this policy, where trials must be re-scheduled or cancelled the Club will issue credits to participants that have paid trial fees on a case-by-case basis.</p> <ul style="list-style-type: none"> • The Club will notify participants at the earliest opportunity that the <i>Hot Whether Policy</i> applies to a trial session and the necessary next steps. • Participants who choose not to trial when the <i>Hot Weather Policy</i> does not apply will be considered on a case-by-case basis if a credit will be applied. <p>GRV's <i>Hot Weather Policy</i> can be found here Policies & Guidance - Greyhound Care & Standards (grv.org.au)</p> <p>To ensure the welfare of greyhounds, participants, and staff, the Club will not proceed with trial sessions when weather conditions are unsafe to continue trials.</p> <ul style="list-style-type: none"> • The Club will notify participants at the earliest opportunity that the weather conditions are unsafe to hold trial session and the necessary next steps. • Participants who choose not to trial when the weather conditions have not been deemed unsafe need to abide by the policy points above. <p>It is ultimately at the discretion of the Club's manager, with the support of the Club's Committee, as to whether a credit will be offered for future bookings.</p>
<p>Resolution of Disputes and Issues of Concern</p>	<p>It is in the interest of any person or group who believe they have been unlawfully discriminated against, sexually harassed, bullied or victimised to take action to prevent the behaviour from recurring.</p> <p>The Club believes that all disputes and issues of concern should be resolved quickly, confidentially (where possible) and wherever possible, at the lowest appropriate level.</p> <p>A range of internal issue resolution options are available including:</p> <ul style="list-style-type: none"> • self-resolution; • informal resolution by immediate manager/team leader; • local workplace resolution involving mediation and conciliation; or <p>formal investigation/assessment by an appropriate Club representative or external provider.</p>

<p>What can you do if you are being discriminated against?</p>	<p>If you believe that you have been discriminated against, bullied or harassed it should be dealt with and should not be ignored as ignoring the behaviour could be taken as tacit consent.</p> <p>Anybody who experiences or witnesses' discrimination, harassment or bullying is encouraged to either:</p> <ul style="list-style-type: none"> • inform the offender that the behaviour is offensive and unacceptable and against company policy; or • seek assistance in having the behaviour stopped, <p>this may include reporting the issue to your manager or speaking to another appropriate Club representative.</p> <p>Where these issues may breach occupational health and safety laws the incident should also be reported immediately in accordance with the Club's occupational health and safety policy.</p> <p>Please refer to the Club Grievance Process which outlines how to raise a grievance.</p>
<p>Who can assist you in making a report or complaint?</p>	<p>If you feel that you are unable to resolve the matter yourself, the following people will be able to assist you:</p> <ul style="list-style-type: none"> • your Manager (if you are an Employee); • Club Manager; or • Club President; <p>Employees who believe they are being bullied in the workplace may apply to the Fair Work Commission for an order to stop bullying.</p> <p>In addition, you may approach the:</p> <ul style="list-style-type: none"> • Equal Opportunity Commission; • WorkSafe; or <p>Fair Work Ombudsman.</p>
<p>What will happen if you make a Report or Complaint?</p>	<p>Any complaints or reports of discrimination, harassment or bullying will be treated quickly, seriously and sympathetically.</p> <p>They will be investigated thoroughly, impartially and where possible, confidentially (when investigating some complaints confidentiality is not always possible).</p> <p>Managers and/or Committee/Board must act immediately on any reports of harassment.</p> <p>Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint.</p>
<p>What will happen to the person against whom you</p>	<p>The Club considers all forms of workplace discrimination, harassment and bullying to be unacceptable behaviour which will</p>

<p>have made a complaint?</p>	<p>not be tolerated. Accordingly, where such complaints have been substantiated, appropriate disciplinary action will be taken.</p> <p>Such action may range, based on severity of the complaint, from a formal warning to termination of employment for serious breaches of this policy.</p> <p>Similarly, where necessary, action will be taken against anyone including employees, participants or independent contractors, who have been found to have discriminated against, harassed or bullied a co-worker, or any other person during the course of his/her employment or contract for services with the Club. This includes during their attendance at the Club.</p>
<p>Natural Justice</p>	<p>A complaint of discrimination, harassment and/or bullying is a serious allegation to bring against someone. For this reason, while advisers may have feelings of sympathy for the complainant, and quite possibly negative feelings towards the respondent when dealing with a complaint, it is crucial to continually bear in mind the rights of the respondent as determined by the principles of natural justice. The adviser must approach the problem with neutrality.</p>
<p>Vexatious claims</p>	<p>A vexatious complaint is a complaint intended to harass, subdue, annoy or cause harm to the respondent.</p> <p>A Club will not deal with complaints that:</p> <ul style="list-style-type: none"> • are made anonymously, without sufficient detail being provided so as to allow investigation or resolution of the matter; and • taken at their highest, do not constitute discrimination, sexual harassment or victimisation as defined by this Policy. <p>Where an employee makes a frivolous, vexatious or malicious claim against a respondent, for example, where false or misleading information is provided, relevant information is withheld, facts are distorted or there is no demonstrated commitment to resolution, then depending on the circumstances, disciplinary action may be taken against an employee.</p>
<p>Consequences</p>	<p>For employees – any breach of this Policy may result in disciplinary action up to and including termination of employment.</p> <p>For participants, independent contractors and other non-employees who are found to have breached this policy may result in the termination of their contract or suspension or ban from attendance or any other activities with the Club.</p> <p>For Club committee members or Club members – any breach of this Policy may result in suspension or cancellation of membership.</p>

	If an individual's conduct results in a breach under law, they may also be personally liable.
--	---

<i>The Club may amend and vary this policy from time to time.</i>
