



Policies

Code of Conduct

Grievance and Dispute

Revised December 2025

Code of Conduct

The Gladstone Eisteddfod Code of Conduct applies to anyone involved with the Gladstone Eisteddfod including all committee members, volunteers, participants, audience members, teachers, parents and venue staff and is applicable during Eisteddfod events, meetings or representing the organisation in public. It is a condition of entry to the Gladstone Eisteddfod that all must abide by these rules.

The Code of Conduct will be made available in electronic form and a printed copy will be available at Eisteddfod events.

All committee members will be required to sign to say they agree to this code of conduct.

The following rules are to be followed at all times:

1. No abuse of any kind of committee members, volunteers, adjudicator, competitors or non-competitors
2. Language used is to be appropriate at all times
3. Any information received as part of Eisteddfod is to remain private and confidential and should not be shared unless required to do so as part of an incident or as required by the secretary or discipline coordinators to ensure the running of the event.
4. No derogatory remarks that bring the nature of adjudication results and the integrity of the Eisteddfod into disrepute in front of competitors, students and bystanders.
5. Respect the change rooms, basement area and convention rooms by keeping them tidy and clean. No food in these areas, no coloured drinks, only water to be taken into these rooms.
6. Respect all the belongings of others including props, costumes, and instruments
7. Follow the requests of Gladstone Eisteddfod volunteers, Friends of the Theatre or the Gladstone Entertainment Centre staff.
8. Turn phones off or on silent when in the audience or backstage. If you are waiting for a call, your phone may be left at the front desk who will pass it on.
9. Audience members are to remain seated and quiet during performances (i.e. performances are not to be interrupted). Teachers, parents and carers are responsible for the discipline and actions of people in their care during items in the Auditorium. Doors will be opened as the stage is preparing for the next competitor and will not be opened during performances.

10. No use of flashlights, camera, audio and/or video recording equipment in the auditorium, side stage or dressing rooms as per Gladstone Entertainment Convention Centre Policy, Copyright rules and the Gladstone Eisteddfod Child Protection Policy. Professional photographers/videographers may be engaged by the Eisteddfod Association subject to our licensing and copyright rules.

Failure to follow this code of conduct may result in any of the below disciplinary actions at the discretion of the Gladstone Eisteddfod Association Committee (note more than one may apply):

- issuing of an apology to affected persons
- being asked to leave the venue
- deleting of photographs/video footage (if the offence relates to this type of breach)
- ban from future Eisteddfod events
- contacting Queensland Police if a disturbance is created or the offence breaches the Child Protection Policy

Grievances and Disputes

A dispute exists when one or more people disagree about something and the matter remains unresolved. This policy is designed to assist people if they can't agree on a way forward or if the dispute is about a serious matter.

Disputes are to be taken seriously and issues should be addressed quickly and effectively, so they don't escalate. All grievances and disputes are to be treated in a confidential manner.

Disputes are brought to an end and can occur through:

- A negotiated outcome, where the parties concerned resolved the issue themselves
- a mediated outcome, where an independent mediator helps the parties arrive at their own agreement or
- an arbitrated or adjudicated outcome where an independent arbitrator or court decides how the dispute should be resolved and makes a binding decision or order to that effect.

The below lists the timeframes and ways in which grievances and disputes should be lodged.

Type	Way to lodge	Timeframe	Committee Action
Syllabus Breach Protest of Result	In writing to Eisteddfod desk accompanied by the appropriate fee, as advised in the syllabus.	Within one session	Decision to be made by committee by end of the session
Behavioural - Verbal Abuse Physical Abuse	Advise nearest Eisteddfod committee member Initial verbal complaint should be followed up	ASAP	This will depend on the breach that occurs. Appropriate action as per those outlined above should be taken ASAP. Committee

	with an incident report (in writing) to the Secretary of the Eisteddfod Association		vote can occur if required.
Child Protection Policy	Verbally followed by written incident report	ASAP	Refer to child protection policy

Serious breaches that result in a ban from Eisteddfod events will be notified in writing (email and a posted letter) and given fourteen days right of reply to advise the committee why they shouldn't be banned. If the person banned represents a group/school at Eisteddfod, said group/school will be notified of the ban after the fourteen day right of reply period. The Venue will be notified of any bans in place at the start of each event.

Where required legal advice may be sought on matters relating to the Code of Conduct or disputes.