

**BY- LAWS FOR THE
CROWS SUPPORTERS GROUP INC**
To be read in conjunction with the Constitution and the Code of conduct

1. Official logo's of the CROWS SUPPORTERS GROUP



2. Executive Committee Positions:

(1) President

- a. Liaise with the Events / Fundraising Co -Ordinator on all issues
- b. To do committee seating arrangements.
- c. Assist and coordinate with every member
- d. Check and assist on Web site design

(2) Vice President

- a. Booking of buses with the bus company when required.
- e. Seating arrangements, supplying information sheet about bus trips to passengers
- f. When booking fee is paid.
- g. Assist with web page.
- a. Other duties as directed by the President or agreed at committee monthly meeting

(3) Public Officer / Sponsorship

- a. Liaise with all sponsors as required.
- b. Liaise with President and Vice President on sponsors.
- c. Responsible for Sponsorship tickets on game day
- d. Create an action plan and report and submit recommendations on Sponsorship at committee monthly meeting.
- e. Assist with all other positions.
- f. Other duties as directed by the President or agreed at committee monthly meeting

(4) Secretary / Membership

- a. Be responsible for distributing membership packs and make them available on banner nights.
- b. Create action plan and report and submit recommendations at committee monthly meeting.
- c. Liaise with all members and be responsible for building membership numbers.
- d. Coordinate seating arrangements for football tickets with committee members.
- e. Other duties as directed by the President or agreed at committee monthly meeting.

(5) Treasurer

- a. Treasurer with an appointed Committee Person will count all monies.
- b. Be responsible for all financial records and accounts
- c. Other duties as directed by the President or agreed at committee monthly meeting.

3. Management Committee Positions:

- NO 1 Events / Fundraising Co-Ordinator
- NO 2 Match Day / Property Co-Ordinator
- NO 3 Committee Member / Assistant Treasurer
- NO 4 Magazine Co-Ordinator
- NO 5 Banner Co-Ordinator
- NO 6 Committee Member / Assistant Secretary
- NO 7 Committee Member

- NO 8 Melbourne Based Coordinator

(1) Events / Fundraising Co-Ordinator

- a. Chair sub-committee meetings.
- b. Provide minutes from all fundraising meetings to committee, one week prior to the monthly committee meeting.
- c. Report recommendations to general committee meeting.
- d. Oversee all requirements by A.F.C.
- e. All fundraising ideas / requests must be referred to the coordinator for follow up at the next committee meeting.
- f. Bookings for all fundraising events.
- g. Printing requirements for all raffle books and tickets.
- h. Liaise with the President on all issues.
- i. Liaise with all committee members re all CSG events.
- j. Other duties as directed by President or agreed at committee monthly meeting.

(2) Match Day / Property Co-Ordinator

- a. Responsible for distribution and return of flags, floggers, patties on game day.
- b. Responsible for transfer and return of banners and appropriate equipment with trailer (including ½ Time)
- c. Stock report required every committee meeting and ensure that a report is available for the Treasurer prior to end of financial year
- d. Liaise with the Vice President on all issues.
- e. Responsible to fill all members requirements re clothing
- f. Be responsible for the property management, data, collating items, advising committee of accurate numbers at each committee meeting.
- g. Advise committee when stocks require replenishing.
- h. To maintain flags (cleaning, repairs etc) and lay out floggers and flags for drying after matches when required.
- i. To coordinate and hand out items as required by the AFC
- j. Other duties as directed by the President or agreed at committee monthly meeting.

(3) Committee Member / Assistant Treasurer

- a. To assist the Treasurer when required.
- b. Assist the treasurer in the counting of monies.
- c. Assist Public Officer / Sponsorship with sponsors on game day.
- d. Be responsible for coordinating Family Day and bookings for members.
- e. Other duties as directed by the President or agreed at committee monthly meeting.

(4) Magazine Coordinator

- a. All juniors' birthdays to be put in the Shed News.
- b. To format the Shed News and be in charge of all distribution of, after final approval of details in the Shed News from the Public Officer / Sponsorship, by the 15th day of each month.
- c. To organize magazine for end of year distribution.
- d. Ensure all events have photographs taken and are archived and remain the property of the Crows Supporters Group.
- e. Liaise with the Public Officer / Sponsorship on all issues.
- f. All advertising of functions and to be kept up to date.
- g. All sponsors in shed news as per packages.
- h. Other duties as directed by the President or agreed at committee monthly meeting

(5) Banner Coordinator

- a. Liaise with the AFC, re banner sayings only.
- b. Liaise with the members on banner sayings.
- c. Assume responsibility for facilities at banner making including the purchase of all materials to assist with banner making.
- d. Assume responsibility for interstate transfer of banner.
- e. Liaise with contact to all groups interstate, re banners
- f. Position banner personnel in Adelaide.
- g. All hard copy records kept.
- h. Liaise with the Vice President on all issues.
- i. Purchase of all requirements of banner making (See c).
- j. Other duties as directed by the President or agreed at committee monthly meeting.

(6) Committee Member / Assistant Secretary

- a. To assist Secretary / Membership when required.
- b. Minutes to be taken at all meetings.
- c. Be responsible for the distribution of minutes to committee prior to next meeting
- d. Liaise with Secretary / Membership on all issues.
- e. To meet and greet members and public at banner.
- f. Assist Public Officer / Sponsorship with sponsors on game day.
- g. Be responsible for coordinating Family Day with Committee Member /Assistant Treasurer.
- h. Ensure cards are sent to players for milestone games, birthdays and long term injuries and tabled at each committee meeting.
- i. Birthday cards to be sent to members for special birthdays – 60 and over –10 year intervals.
- j. Other duties as directed by the President or agreed at committee monthly meeting.

(7) Committee Member

- a. Liaise with the President on all issues.
- b. Ensure all events have photographs taken
- c. Responsible for the CSG Calendar
- d. Assist Secretary / Membership where applicable
- e. Display cupboards to be looked after.
- f. Other duties as directed by the President or agreed at committee meeting.

(8). Melbourne based Coordinator

- a. Liaise with all Melbourne based members and be responsible for building membership numbers.
- b. Assist with banner personnel in Melbourne only.
- c. Responsible for all equipment to be taken on match day or to delegate to the Melbourne based assistant.
- d. Liaise with the Vice President on all issues of Melbourne group.
- e. Liaise with the Treasurer in monies for group.
- f. Be responsible for raising some monies
- g. Other duties as directed by the President or agreed at committee monthly meeting.

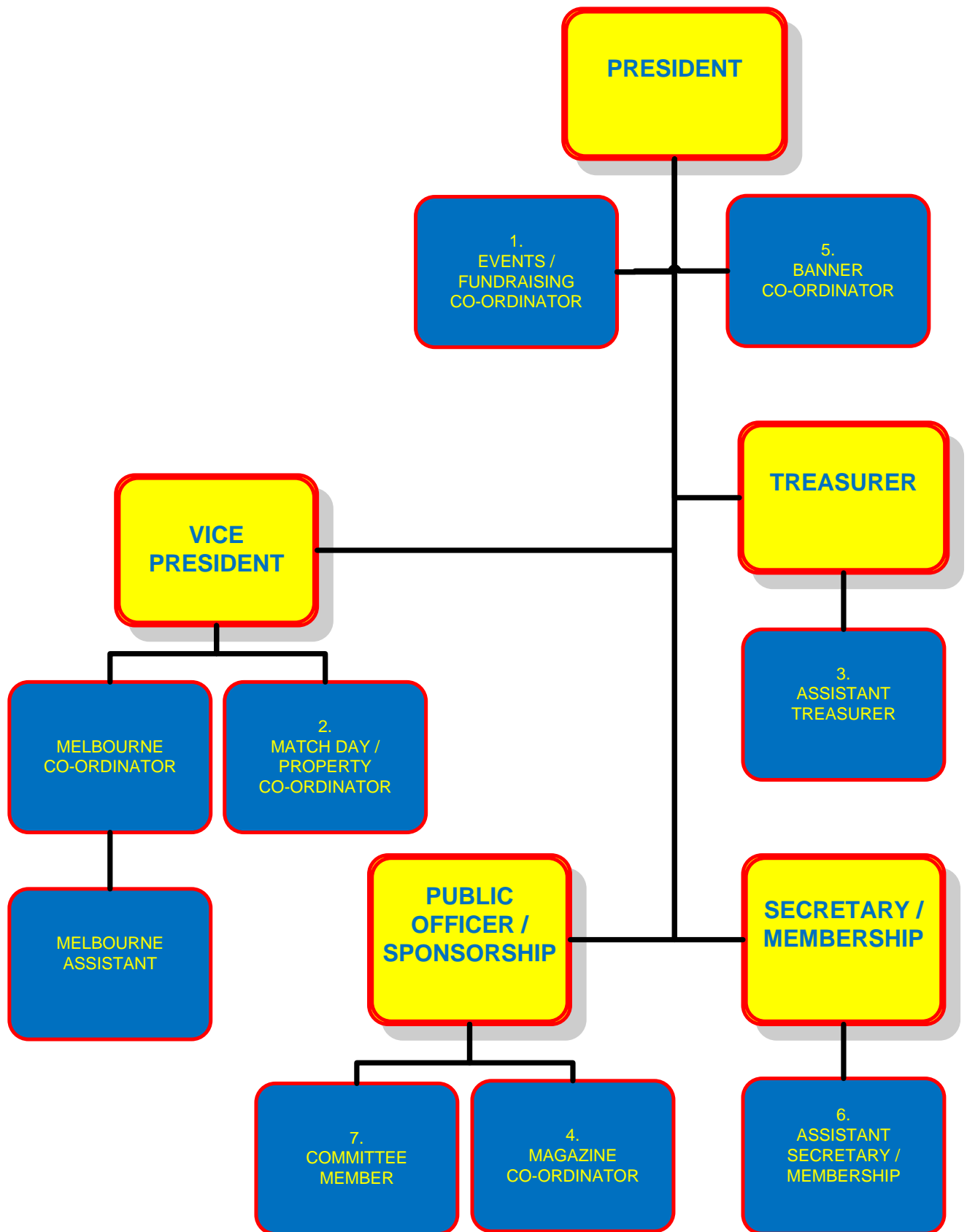
Melbourne based assistant.

- a. Assist Melbourne based Co-Ordinator.
- b. Other duties as directed by the President or agreed at committee monthly meeting

(9). All Committee Members must have a current Police Clearance

(10). All committee Members must have a current driver's licence

5. Crows Supporters Group Structure



6. Members code of conduct:

As a Crows Supporters Group Member, the following will not be tolerated whilst representing the group.

- a. Abusive, insulting and threatening language.
- b. This warning will cover excessive noise, foul language, making a general nuisance of oneself and drug or alcohol related matters and fighting.
- c. There is a total no drugs policy at all times with the Crows Supporters Group members with the exception of prescribed or over the counter medication.
- d. This will be actioned and followed though by the Executive Committee and tabled at the next committee meeting.
- e. Do not initiate contact whilst on the oval and in the race with the players/officials and umpires.
- f. Only people required for match day duty are to be in the race.
- g. Mobiles phones must not be used whilst on the oval.
- h. One designated camera person on the oval.
- i. Must be 13 years of age to enter Stadium on banner duties.
- j. If a member brings the Crows Supporters Group or Adelaide Football Club's name into disrepute, Section 13 – "Suspensions and Expulsion" of the Constitution will apply.

7. Bus travel:

- a. The Crows Supporters Group will not be held responsible for personal belongings whilst on these trips.
- b. Persons travelling do so at their own risk.
- c. No smoking or alcohol permitted on buses.
- d. Consideration to be shown to others travelling on buses (sleeping, etc).
- e. A deposit of \$20.00 is Non Refundable re booking of trip and Non Transferable.
- f. The deposit to be paid within 7 days of booking
- g. Full payment required 7 days before express trip and full payment required 30 days before overnight stay bus trip.
- h. The driver will announce at beginning of trips that behaviour not in the best interests of the Adelaide Football Club and the Crows Supporters Group will not be tolerated and passengers ignoring this warning will be removed from the bus and left to find their own way.
- i. The Crows Supporters Group committee will delegate a CSG member or responsible person in charge of the bus to welcome and give a few directions and housekeeping.

8. Final Tickets and Bus Trips

- a. Phone calls for home and away finals should be made on Monday and Tuesday between 9am and 6pm (Adelaide time) prior to the actual game for members who have returned an expression of interest form only; other members and non-members may ring Wednesday to the nominated committee member.
- b. All bus fares and tickets must be paid in full no later than the Wednesday (prior to the actual game).
- c. Payment must be paid by the internet for late bookings.
- d. Bus and ground seating allocation will be given to persons who book and pay in full.
- e. Any special requirements or requests must be made whilst booking the said bus and ground tickets.

9. Grand final tickets "ONLY":

- a. As a group we are governed by the AFL and AFC and as such our rules may be overruled and not apply. All CSG Members who have returned their “Expression of Interest” form will receive a “Grand Final Registration” form issued by the AFC that must be returned by a stipulated date.
- b. Grand Final tickets and bus fares will be available for you to confirm on the Sunday prior to the game by phone “ONLY”
- c. All phone calls must be made to the Secretary / Membership on the Sunday after 9.00 am and before 8.00pm (Adelaide Time).
- d. Tickets will be available for that person/s that has sent in the “Registration of Interest” forms “ON TIME”
 - Priority 1 – Members who put in “Registration of Interest” forms
 - Priority 2 – Members who have not put in “Registration of Interest” forms
 - Priority 3 – Non-Members
- e. There will be no prior arrangements made to reserve tickets and no favouritism made re this point.

10. General rules:

- a. Any one towing trailers must have full comprehensive insurance.
- b. Any one storing trailers must have insurance on property where kept.
- c. No Alcohol to be consumed by driver of vehicle towing any trailers that belongs to the group
- d. No whistles and horns.
- e. The Crows Supporters Group will not be held responsible for any personal belongings left anywhere.
- f. All committee members must provide on request all paper work and summary of previous month’s events, and forward planning to allocated person as per structure
- g. On renewal of tickets it should be stated that it is part and parcel of renewal that the member is to actively support the Crows Supporters Group.

11. Match day arrangements:

- a. Designated Crows Supporters Group person to check-in with Ground Management before the commencement of the main match.
- b. The President would be responsible for all contact made to Ground Manager and or Police/Security.
- c. The Crows Supporters Group Committee to be responsible for co-coordinating/liaising with ground staff and police regarding the general behaviour of the Crows Supporters Group including compliance with the guidelines.
- d. No alcohol is to be brought into the ground
- e. No alcohol to be consumed within the designated Crows Supporters Group area by members and non-members.
- f. No alcohol to be consumed by any person involved in the holding up of the banner before a game. (The banner overseer’s decision will be final)
- g. The throwing of the match football or any other objects at the goal umpire or any persons on the arena will result in the person being escorted from the venue, charged by police and their membership cancelled.
- h. Six (6) Crows Supporters Group members at each game will be allowed into the stadium before gate opening times to assist with the carrying of banners and equipment into the ground.
- i. All other members will enter the ground in the same manner as patrons.
- j. Seating arrangements as per arrangements by ground management. At the MCG groups are not to sit in levels N, P OR Q of the Southern Stand or the upper levels.
- k. For a match where there is no specified home side (e.g. Preseason Games), Supporter Groups must be at least a minimum of 2 bays apart from each other or as per prior arrangements with ground management.

- l. Group to enter the arena at the conclusion of the curtain raiser match to enable sufficient time to erect banners. Banners often contain sponsors messages and groups need time to display these messages.
 - m. The Crows Supporters Group members are to remain off the arena until after the second siren has sounded.
 - n. The minimum age to be able to access the ground to assist with holding the banner is thirteen (13) years old. Ground Managers will enforce this rule.
 - o. Members are not to stand on the seats at any time.
- 12. Extra for Marvel Stadium:**
- a. Ten group members who help with the banner must access into the stadium via the Service entry on level b2 (southern end of stadium-Bourke St West). Group members must check in with security personnel at this entry.
 - b. At Marvel Stadium all cars, trailers and bags will be searched on arrival at the Security Entrance. All tickets including arena passes are to be produced at this time. Cars are not to be left unattended in the road way and are for dropping off/picking up equipment purpose only. Cars are not to be parked in any marked or designated walkways. One car pass will be issued to each competing club
 - c. Area passes can be picked up at gate upon entry
 - d. All Vehicles must travel in a clockwise direction.
 - e. The speed limit is 10 km per hour with hazard lights flashing at all times whilst the vehicle is moving.
 - f. Time limited to 20 minutes for loading and unloading unless otherwise agreed by Security.
 - g. The Crows Supporters Group members will be permitted to access the arena no earlier than 30 minutes prior to the start of the game generally. For a game commencing at 2.10 pm group members have access onto the arena to show the banner from 1.40 pm.
 - h. Access onto the arena is via the southwestern ramp (l b2) for the home teams, and via the north western ramp (l b2) for the away teams.
 - i. All Members and Banner material to leave the area immediately and material to be taken back to designated storeroom on level B2.
 - j. Members are only permitted to enter the arena after pre-game warm up prior to the game and after all players, umpires and officials have left the arena at the conclusion of the game.
 - k. Access to the player's race prior to and at the conclusion of the event will only be permitted to those members who have an arena pass for the particular event.
 - l. Members seating is located directly behind the goals at the northern and southern ends of the stadium.
Northern Between Aisles 24 and 25 Rows A to L
Southern Between Aisles 48 and 1 Rows A to L

13. Equipment:

- a. The maximum number of personnel on the ground at any one time will be twenty-six (26) people (includes photographer), however on excessive high wind days this may be increased to twenty eight (28) with the permission from ground management.
- b. Minimum of 6 ropes must be manned and used on banners of the Crows Supporters Group at all games. Additional ropes may be used in consultation with ground management.
- c. Messages on banners are not to be offensive to clubs, to public or any other party.
- d. The maximum size of banners in Melbourne is:
Length 18 metres (60 feet)
Height 8 metres (25 feet)
- e. The maximum of size of banners at Adelaide Oval is:
Length 12 metres (40 feet)
Height 6 metres (20 feet)
- f. Where possible banners are to be erected to ensure their team runs onto the area at an angle that will not allow them to impinge on the opposing teams warm up area.
- g. Banners are not to be erected in the 50-metre area of the ground at each end.
- h. Banners are not to be stored in the players' race due to the safety factor of players'
- i. All group members and banner material to leave the area immediately after their team has broken through the banner.
- j. At the MCG banner material to be placed next to the Southern Stand behind roller door or in the bin at the Ponsford Stand end.
- k. Floggers and flags shall only be over the fence when in use whilst any officially sanctioned AFL game is in progress. (Unless you have been authorised by ground manager).
- l. Flagpoles are to be no longer than 1.6 metres (6 feet) in length. All poles must include a flag.
- m. Music sticks and other instruments are strictly banned and will be confiscated by the ground manager.
- n. There is to be no cut-up paper or streamers taken to matches.

14. Penalties / fines:

- a. Oversized banners/flags: \$ 500.00 for the first offence, \$1,000.00 for each subsequent offence
- b. Invading Arena before second siren: \$1,000.00 for each offence
- c. Alcohol brought into ground by member: \$500.00 for each offence
- d. Alcohol within group's area: \$500.00 for each offence
- e. Bringing in and/or throwing any cut-up paper: \$500.00 for each offence
- f. The above penalties will be imposed by the AFL following reports from individual Ground Managers. Fines will not carry over from previous seasons.
- g. Any member of the group disregarding rules shall be reported to ground management and penalties may apply to the group.

15. Crows Supporters Group - Food Handling Procedures.

These procedures have been split into several easy to follow categories:

1. Chicken & Cold Meats
2. B.B.Q. and Cooking of all Meats
3. Serving of all Meats and Salads
4. Recommended handling Techniques and General Hygiene

1. CHICKEN & COLD MEATS

1. Order all chicken and cold meats cold (chilled) and follow any suppliers recommended procedures.
2. Pick-up and transfer cold (chilled) by ice or similar.
3. If need to be stored, do so at 4 degrees.
4. Serve all participants using recommended techniques

2. B.B.Q. & COOKING OF MEATS

1. Transport all fresh meats cold (chilled) and follow any suppliers recommended procedures.
2. If need to be stored do so at 4 degrees unless time necessitates it has to be frozen.
3. Thaw in room temperature in protected environment.
4. Cook thoroughly (preferably to correct inner temperature using probe).
5. Do not put cooked meat onto trays/plates used for uncooked meats.
6. Cut and/or serve as soon as possible after cooking and do not allow standing unprotected.
7. Serve all participants using recommended handling techniques.
8. Preheat and clean all hotplates thoroughly

3. SERVING ALL MEATS AND SALADS

1. All foods (including meats, salads, bread etc) to be served by organisers using recommended handling techniques.
2. All foods to be dispensed, consumed or re-stored as soon as possible. All serving to be done with the appropriate servers and /or utensils.
3. All serving to be with appropriate servers and utensils.

4. RECOMMENDED HANDLING TECHNIQUES

1. All people serving, to use gloves and wash their hands (using anti-bacterial soap) at regular intervals and all people cooking and serving to have aprons or similar if available.
2. All meats (whether hot or cold) to be served as soon as possible and if any delays the product are to be covered.
3. As soon as it is clear that the serving process has been completed then the foods are to be returned to the correct storing situation.
4. All meats, salads (as near as practical), and bread to be served by organisers using the correct utensils.
5. All tops on condiments and similar containers are to have their tops cleaned on a regular interval.
6. All work areas, including tables to be pre-cleaned with an anti-bacterial cleaner.
7. All foods to be stored processed and served at table level (not on the ground).

16. Elections

1. Any Committee Member not up for election on the CSG Committee in any particular year, cannot stand for a position that is up for election without first resigning their current position.
2. No Committee Member shall hold more than one position on the CSG Committee at any given time.

17. Internet Privacy Policy

1. Listed at Annex A and updated as required.
2. Any changes to the 'Internet Privacy Policy' is to be ratified by a majority vote within 30 days.

Privacy Policy

• Consumer Data/Privacy Policy

THIS AGREEMENT WAS LAST UPDATED ON September 13th, 2018.

The Crows Supporters Group is firmly committed to privacy. The following discloses our information gathering and dissemination practices for this website

The protection of your privacy being very important, we have adopted the following practices to safeguard the confidentiality of your personal information. We will notify all registered users via email of any material change to this Privacy Statement, unless you have opted-out of receiving email from us. From time to time, changes to this Privacy Statement will also be communicated on this site.

What information do you gather automatically from visitors?

We use your IP address (the series of numbers associated with your individual computer) to help us maintain our site and identify problems with our server. Your IP address does not disclose any personally revealing information about you.

We do use cookies to identify traffic that comes through advertising and to facilitate a more user friendly experience. Cookies are small pieces of information that a web site places on your computer's hard drive so we know it's you when you visit. This helps us to create a personalized experience for you when you visit our site. The use of cookies is a very common practice on the Internet. If you are uncomfortable with this, you can disable all cookies through your browser settings. Your enjoyment of our site won't be affected if you have set your browser to reject cookies.

What information will you ask me for?

When you register to use any Crows Supporters Group service you will be asked for some general identifying information which will enable us to provide you with this individualised service. We gather contact information (like your email address), demographic information (like your postcode or address). We may share some of this information for our own research purposes with our professional advisors or consultants and third party partners; however the information shared will be limited to non-personally identifying demographic information shared under cover of a confidentiality agreement. If you choose to purchase online, we collect financial information (like your credit card number and expiry date). We will only use this information in the course of providing our service to you.

How will this information be used and who has access to it?

If you choose to have them sent to you, we may use your contact information to send you valuable updates and timely notices of promotions and/or specials. Our site provides you with the opportunity to opt-in to receiving different types of communications from us at the point where we request registration information. We reserve the right to use your contact information at any time to advise you of any updates that may materially affect your rights or status on our site.

The personally identifiable information we collect from you is used for internet review and to improve the content and functionality of our web server. The specific information we collect is not shared with other organizations and we will never release your personally identifiable information to an external organization without your prior consent except for the purposes of validating credit information and collecting debts. We may disclose your personally identifiable information if we reasonably believe we are required to do so by operation of law, which may include, but is not limited to a judicial proceeding, court order, or legal process served on the Crows Supporters Group.

• **Security capabilities and policy for transmission of payment card details**

The security of your personal information is important to us. When you enter sensitive information (such as credit card number) on our registration or order forms, we encrypt that information using secure socket layer technology (SSL). SSL is the leading security protocol on the Internet; it ensures that information being transferred over the network is private through a process called encryption. Once encrypted the information is an unintelligible code until it is decoded upon arrival at the authorized destination.

Your online shopping/payment experience is safe and secure thanks to the use of the ANZ and SSL protocol (Secure Sockets Layer). ANZ uses 128 bit encryption to protect your personal information from being intercepted by an unauthorised party and is the standard used by all reputable e-commerce sites. Additionally, ANZ are Visa AIS and MasterCard SDP accredited assuring you of maximum security and integrity of online credit card payments. No credit card information is stored on either ANZ's clustered web servers or the Crows Supporters Group web servers.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

CSG Credit cards are only to be used for CSG items and goods and approval of all items must be authorised by the President or the Vice President.

Direct Debit transfer of the Telstra account has been set to ensure that payments are made on time. The treasurer now has the ability to direct transfer of reimbursements to people requiring refunds or reimbursements.

Contacting us for privacy, security and merchandise return issues

Attn: President

The Crows Supporters Group

PO BOX 7228

West Lakes SA 5021

President: Peter Kauschke, 0439 990 0134

Email: crowsg@bigpond.com

Address of our permanent establishment

Address is: West Lakes Blvd, West Lakes SA 5021

• **Returned merchandise and refund policy**

If goods are found to be faulty, damaged or incorrectly dispatched, the Crows Supporters Group reserves the right to replace, repair, refund monies, or a credit voucher towards a further purchase.

We reserve the right not to refund if it is simple "change of mind".

If a refund was agreed to, for whatever reason between the store of purchase and the customer, it would be usually less delivery charges if required.

Late delivery does not constitute a failure of our agreement or entitle you to cancel an order. We will not accept liability for any loss arising from a late delivery due to unforeseen circumstances, e.g. manufacturing, truck breakdown, natural disasters etc.

• **Delivery Policy**

Crows Supporters Group may choose to use different agents for delivering products. Our delivery agents include Australia Post first and then other specialised couriers who can provide the most efficient delivery choices and time frames throughout Australia.

Delivery will be within 14 days

The cost of delivery is displayed prior to final checkout.

Complete description of the goods or services offered

All goods are explained on our website and services of our membership, Bus trips, Events, Tickets and merchandise goods for our members to buy

Currency of Transactions is Australian Dollars only

The Australian dollar, denoted by \$, is the official currency of the Commonwealth of Australia