

CAVY OWNERS & BREEDERS SOCIETY OF QUEENSLAND INC

RULES

2018

Preamble: These Rules replace any and all previous Rules of the Cavy Owners and Breeders Society of Queensland Inc. Members and Visitors should be aware that COBS only deals with matters directly involving the incorporated club. COBS DOES NOT become involved in private disputes between members. COBS will only deal with disputes if they occur at a COBS event or activity, unless the dispute is the result of a COBS event or activity. In saying that, COBS expects its members to behave in a manner that does not discredit the club or the fancy as a whole and certain behaviour will not be tolerated.

COBS CODE OF BEHAVIOUR

1. **Respect** the rights and dignity of others involved in the cavy hobby, and be fair and honest when dealing with them. Treat others like you would wish to be treated.
2. **Be aware of, and adhere to all rules relating to COBS activities.**
3. **Be** a positive role model and display good sportsmanship at all times. At COBS it is not about winning at any cost.
4. **Do nothing** that brings COBS into disrepute.
5. **Do not** imply or state that COBS endorses any activity you are involved in unless it actually does.
6. **Do not** harass any other member, whether at a club event or outside club venues.
7. **Don't** touch other people's cavies without their permission.
8. **Do nothing** that could harm another person's cavy, even if the harm is unintentional.
9. **Refrain** from commenting about any cavy at the judging table or entered in the show on a particular day within the judge's hearing.
10. **Congratulate** winners and losers and thank the judge and Show Stewards/Show Manager.
11. **Understand** that the judge's decision is final and different judges will more than likely pick different winners.
12. **Never** argue with the judge or any other show official. If an issue arises the matter should be quietly and calmly raised with the Show Manager, or if unavailable, another Committee Member.
13. **Thank** or show your appreciation to club volunteers. Without their hard work and donation of time etc the club would not be able to hold any events.
14. **Avoid** being alone or unobserved with children under 18 who are not in your care.
15. **Never** ridicule a novice exhibitor or a junior member for making a mistake, or any other exhibitor for that matter.
16. **Allow** and encourage junior members to participate in the main breeds section of shows and encourage all juniors to take part in activities specifically designed for them.
17. **Do not** use social media as a vehicle for negative or destructive postings or discussions about judges, other exhibitors or members, committee members or COBS itself, especially if most people would see the postings or discussions as harassing, unnecessarily inflammatory, offensive or abusive.
18. **Do not** make false or malicious complaints against another club member.
19. **Understand** the repercussions if you breach, or you fail to report any breaches of this Code of Behaviour. Some repercussions could include disciplinary action.

GENERAL CLUB RULES

1. **Members** will be responsible for their own cavies and personal belongings. The Society, its Committee or Members will not be held responsible for any loss or damage incurred during COBS activities.
2. **Members** should be aware that there is a risk of personal injury relating to any activity involving animals. The Society, its Committee or Members will not be held responsible for any loss or damage incurred if a participant is injured during, or as a result of COBS activities.
3. **Exhibitors** and members must ensure their belongings are kept in a safe and tidy manner and do not constitute a health or safety hazard.
4. **COBS** will not deal with disputes arising between members that are unrelated to COBS activities or are unrelated to the Best Interests of the Club or Fancy.
5. **Members** must ensure their cavies are fed and housed appropriately.
6. **Any member found guilty** in a court of law of an animal cruelty/neglect charge will immediately have their membership terminated.
7. All members will respect the rights and opinions of other members while at COBS events.
8. All members must remember our club involves children, and no swearing, lewd, or other offensive language or material is allowed.
9. The Society supports and abides wherever possible by Federal and State Anti-discrimination laws.
10. All members agree to abide by generally accepted codes of good sportsmanship. This will ensure a pleasant and friendly Society environment.
11. Your membership details will be forwarded to State and Federal cavy authorities, the Queensland Office of Fair Trading or our insurers as necessary.
12. **Non-COBS** members bringing cavies for sale to any COBS event will be required to pay to the Society a \$10 non-refundable seller's fee. There is no seller's fee for COBS members selling cavies if they have cavies entered on the day.
13. **People** wishing to sell items other than cavies must first have permission from the Committee to do so and will be required to make a donation to the raffle or make a monetary donation to the club as determined by the committee on a case by case basis.
14. All members agree to follow any reasonable direction by a club official or committee member.
15. All members agree to abide by any rules or regulations set down by the Queensland Cavy Council and/or the Australian National Cavy Council.
16. All members must notify the Pointscorer before the next show date when a show cavy dies; is permanently retired or is transferred to another person.
17. All members are expected to keep accurate stud records and to fix any errors as soon as they become known.
18. **No children under 18 years of age** are to be left at any COBS activity without supervision from a parent/guardian. (Guardian in this instance is someone authorised by the child's regular carer to look after them at the activity)

SHOW RULES

1. **The Judge's** decision is final – no discussion will be entered into.
2. **The Judge/Show Manager/Show Steward** may disqualify any Exhibitor or Cavy for bad behaviour at the judging table.
3. **The Judge** can disqualify any cavy which they think is unfit for showing.
4. **Exhibitors** are not permitted to make ANY comments about other Exhibitors or their animals while at the show table or in the show venue. Any Exhibitor found to be doing this will be given an immediate warning by the Show Manager, Show Steward or Judge. Continuing to do so will result in a second warning. If the behaviour continues after 2 warnings the Exhibitor will be asked to leave the Show Hall and all their entries will be disqualified. There will be NO refund of entry fees.
5. **Any** questions relating to the show will be directed to the show manager, who may have help from the COBS Committee to resolve any issues.
6. **Exhibitors** may approach the judge/judges at the conclusion of judging to seek an opinion about their animal. Providing such opinion is at the individual judge's discretion.
7. **All** cavies entered in the standard breed classes will be judged to the ANCC approved standards.
8. **Best of Breed** points will be awarded at the judge's discretion.
9. **All** cavies must be 3 months or older to be exhibited.
10. **Date** of birth is to be recorded on all Standard Breed class entry forms or the exhibit will automatically be placed into the Boar/Sow class.
11. **Cavies** exhibited in Standard Breed classes cannot be shown in pet classes.
12. **Any** sow obviously in pig will be automatically disqualified.
13. **Junior** Exhibitors must be aged under 18 years old.
14. **Children** aged under 8 may have one adult stand behind them to assist if necessary. This is for the safety of the cavy and the child. If participating in the Junior Handler Pointscore the child must set the cavy up and the adult is only to touch the cavy if absolutely necessary e.g. if it escapes from the child, jumps off the table, bites, scratches etc.
15. **Cavies** purchased from a Judge shall be ineligible for exhibition under that Judge until a period of six months has elapsed from the date of change of ownership.
16. **No** Judge, or the immediate family of that Judge or a member of that Judge's household, or a person or people in partnership with that judge, may show their own cavies in the section that Judge is judging. For example if the judge is judging the pedigree classes their husband cannot enter an animal in the pedigree classes. If they are judging pets, their flatmate cannot enter the pet section.
17. **All** Exhibitors are to clean up their area before they leave.
18. **Shows** where the temperature is predicted to reach above 35 degrees may be cancelled or postponed in the best interests of the cavies and exhibitors.
19. **Any** one exhibitor may handle a maximum of two cavies on the show table at any one time. If the exhibitor has more than two cavies on the table at any one time it is the exhibitor's responsibility to find extra handlers.
20. **Nails** on all cavies are to be trimmed where necessary and failure to comply will be penalised at the Judge's discretion.

21. **All** cavies exhibited in the Standard Breed classes **MUST** be Entire. (Not de-sexed). Any cavies found to **NOT** be entire will be **DISQUALIFIED**.
22. **Stud** Prefixes are **NOT** to be used on cavies being shown in the Pet classes. In the case of a pedigree animal being shown in the pet classes that is used for breeding the stud prefix may be used in any pedigree it appears in, but not in any Pet class it is entered into.
23. As per ANNC rules the name of a cavy must not be changed.
24. **COBS** will only recognize points from other clubs that are affiliated with the Australian Cavy Council through the appropriate State body.
25. **Cavies** must be entered in the cavy's given name as stated on the pedigree by the breeder, using the breeder's stud prefix first and the cavy's given name. In the instance where no pedigree has been given with the cavy or the breeder is unknown, or does not have an Australian National Cavy Council registered stud prefix no stud prefix is to be used.
26. **Standard Breed Exhibitors** will have their cavy's number called three times. If the exhibitor does not have the animal on the table by the third and final call it will be marked absent. Pet classes will be called three times, after that judging will commence.
27. **Every** cavy exhibited at the show must at the time of the show be owned by the exhibitor in whose name it is entered.
28. **Adhesive** Show tags stating the show number must be either attached to the left ear of the cavy or be placed on the top corner of the show board and must be in place when the cavy is benched. Only **ONE** tag to be placed on a board. Any other form of identification of any cavy by the exhibitor could result in disqualification of that animal.
29. **All** cavies must be shown on a mat or show board, size not to exceed - for short hairs: (30cm x 30cm) – for longhairs to be in keeping with the length of coat. Height not to exceed 5cm.
30. **All** cavies entered in junior exhibitor classes, must be benched by the junior owner/exhibitor only.
31. Champion cavies can be entered in the appropriate breed class, as well as any other eligible class.
32. **The following age groups will apply to the age of the cavy on the day of the show.**
 - Baby: 3 months – under 6 months*
 - Junior: 6 months – under 9 months*
 - Adult Boar: over 9 months*
 - Adult Sow: over 9 months*

SALE OF CAVY GUIDELINES

1. **COBS does not** become involved in transactions between members and buyers. In saying this COBS expects its members to follow a reasonable code of practice in relation to the sale of cavies and members failing to abide by this may face sanctions. All sellers are governed by the Commonwealth Competition and Consumer Act 2010 as animals are regarded as goods under the act.
2. **COBS has a minimum sale price of \$15 dollars per animal at any COBS Show or authorized event. This is to reduce the amount of impulse buying of live animals that can occur if they are priced too cheaply.**
3. **Members** should fully disclose any information they know will be needed by the buyer. For example if the cavy is being purchased as a showable animal it should not have any fault that will automatically disqualify it from the show table **at the time** of sale.
4. **Members are advised wherever possible to provide a pedigree with purebred animals at the time of sale. The pedigree should be accurate and as complete as possible. At a minimum it should also include your ANCC stud name and number and a contact phone number.**
5. **COBS** only recognizes purebred breeds of cavies that are in the Australian National Cavy Council Standards Books. Members found to be selling “Rexels”, “Abbyruvians” or other oddities and non-recognized breeds may face reprimands or sanctions. Crossbred cavies should be sold as such or under the term “Pet” or “Pet Quality” or simply as cross breeds. These cavies should NOT be sold with stud prefix attached to their name. A birth certificate is a fun alternative to a pedigree for pet quality cavies. If you are developing a new breed of cavy ensure the buyer understands that the breed is not recognised in Australia. Please ensure your phone number is on any documentation you hand over to the buyer.
6. **Do not sell animals that are sick or that you suspect are sick. Any exhibitor found to be knowingly selling sick animals may face immediate sanctions.**
7. **Please** treat all cavies that you sell for any mite/lice infestations and worm them with an appropriate preparation.
8. **Provide** buyers (especially those new to the fancy) with guidelines about diet and housing. COBS has brochures that members may hand out to their buyers free of charge.
9. **Encourage** buyers to join COBS and become part of the wider cavy fancy. Remember if five people you send the club’s way join up you will get your next year’s membership for free.
10. **Always err on the side of caution in relation to the sale of animals. If you feel a buyer will not make the best home for your cavy do not sell to them.**
11. **Cavies** must be a minimum of four weeks old before they are sold at any club event.

SHOWING ANIMALS BRED BY JUDGES RULES

1. **When** a judge sells a show quality animal to a COBS member that it is the responsibility of the **member** to keep an accurate record of the date the transfer occurs.
2. **This transfer date is to be recorded with the show secretary BEFORE the cavy is entered in any COBS event. Exhibitors failing to do this will NOT be permitted to enter the animal until this requirement is met.**
3. **If** an error in transfer date is found to have occurred it is the responsibility of the exhibitor to inform the show manager as soon as possible that the animal is illegible to be exhibited.
4. **If a genuine error is found to have occurred the entry fee for that animal will be refunded.**
5. **In** the case of an unforeseen change in judges, the member must immediately inform the Show Manager, the animal will be withdrawn and a refund of entry fees for that animal under the specific judge will be given to the exhibitor.
6. **Non-COBS members will be required to state on their entry form that the animal was transferred from the judge to them more than three months prior to the show.**
7. **The Show Manager and/or Committee reserve the right to disqualify any entry found to be in breach of these conditions.**



SHOW BIO-SECURITY CODE

1. **Obviously** ill animals to be isolated from other animals and if possible be taken out of the show hall or grounds.
2. **Cavies with any known contagious disease may not be shown. If an exhibitor knowingly shows an ill animal sanctions will be taken.**
3. **The** onus is on the exhibitor to make the welfare of the cavy their highest priority. If an individual animal has sick cage mates it is in the best interests of the animal not to be shown until the situation is resolved.
4. **The Show Manager is to be informed immediately if any there are indications of illness or if an animal dies at a show. If the Show Manager is not available a Show Steward or Committee member must be advised.**
5. **Judges** will be asked to inform the Show Manager of any cavies suspected of being ill. This applies to all cavies in the show hall or grounds.
6. **Exhibitors may not sell sick cavies. Any exhibitor found to be knowingly selling sick animals may face immediate sanctions.**
7. **If** a stud/exhibitor has lost animals due to a contagious disease or to an unknown cause COBS advises the exhibitor impose a period of self quarantine of at least one month from the outbreak.
8. **In the event of illness or death shortly after a show exhibitors are asked to contact the Show Secretary to make a report.**
9. **In** the unlikely event of a disease outbreak COBS may cancel a show/s in the interests of cavy welfare.

COMPLAINTS PROCEDURES

These Complaints Procedures replace any and all previous Complaints Procedures of the Cavy Owners and Breeders Society of Qld Inc.

COMMITTEE PROCEDURES

The Cavy Owners & Breeders Society of Queensland will at all times endeavour to:

- **Treat** complaints seriously
- **Act** promptly
- **Treat** people fairly and listen to both sides of the story
- **Stay** neutral
- **Keep** parties to the complaint informed
- **Try** to maintain confidentiality if possible
- **Protect** against victimisation
- **Keep** accurate records
- **Make** decisions based only on information gathered not personal views or emotive responses
- **Disciplinary** action should be relative to the breach

If a person wants help but doesn't want to be identified the COBS Committee will:

- **Explain** it may be limited in what it can do.
- **Explore** their reluctance: they may be fearful of victimisation or other repercussions.
- **Check** if they'd be more comfortable talking to someone else in the club.
- **Explain** that they can ask for a neutral mediator who is not part of COBS or even the guinea pig fancy at any time. This Neutral mediator will be appointed by the COBS Committee at the agreement of all parties. The person can also go to outside organisations such as a child protection or an anti-discrimination agency, at any time.
- **Explain** that it will ensure codes of behaviour and other policies are reinforced.
- **Seek** advice from the appropriate authority if the matter is serious e.g. suspected child abuse, physical or sexual assault.
- **Monitor** and review the situation.

If the person insists on immediate disciplinary measures the COBS Committee will:

- **Explain** that everyone has the right to a fair hearing. This means people are 'innocent until proven guilty' and that they have the right to tell their side of the story.
- **Make** sure the person understands the club's complaint procedures and that there is an appeals process in place.
- **If** the complaint is serious try to limit contact between the parties while the investigation is in process.
- **Explain** that no-one should be victimised as a result of this process.

If a COBS Committee member has a conflict of interest they will:

- **Declare** that they have a conflict of interest.
- **Arrange** for someone else with authority in COBS to deal with the complaint.

MAKING A COMPLAINT OR REPORTING AN INCIDENT

COBS is a place for you to enjoy yourself, develop friendships and have fun. It's not a place where you should be subjected to discrimination, harassment or abuse. If this behaviour occurs, you have every right to make a complaint. Keep in mind that making a false or malicious complaint would be considered to be a breach under COBS Rules. COBS has policies and procedures for dealing with complaints which include the following options:

- **Trying** to sort the matter out yourself;
- **Informal** discussions with the other party;
- **Mediation**;
- **Lodging** a formal written complaint at the level the incident occurred;
- **Appealing** to the next level if you believe the outcome was; biased, you have been denied natural justice or the process didn't follow COBS procedures;
- **Referring** or lodging a complaint with an external authority (e.g. police, child protection or anti-discrimination agency).

Generally you have a choice in how you would like your complaint dealt with. In some cases though, the club may have a duty of care and be required to act, irrespective of how you would like the complaint handled (e.g. if a child is believed at risk of harm).

Check the COBS complaints rules or contact the COBS President to find out about the options available to you.

Where to complain

You can direct complaints to the President or the Committee. Formal complaints should be lodged in writing within seven days of the incident. This is to ensure natural justice is afforded to all parties. Lodge your complaint at the level at which the issue occurs (e.g. if it's a COBS issue, then it should be dealt with at the local level; if it's a state or national issue direct it to the appropriate authority i.e. the Queensland Cavy Council or the Australian National Cavy Council). If you're worried that a child is at risk report your suspicions immediately to COBS, the police and the child protection authority (this is a legal requirement in Qld). If the issue is serious (e.g. sexual harassment or physical assault) you can either lodge a complaint with COBS:

- **Anti-discrimination** agency if you want advice or to refer a complaint about discrimination and harassment, or the Australian Human Rights Commission
- **Police** department to report allegations of assault or to request police assistance.

You can also contact either agency at any time during the complaint handling process. If you're not satisfied with the way the complaint's been handled or you're unhappy with the outcome, you may be able to lodge an appeal.

What to expect

Discrimination, harassment and inappropriate or unfair behaviour have no place in our club. COBS therefore:

- **Takes** all complaints seriously and act promptly
- **Listens** to both sides of the story
- **Treats** people fairly (e.g. doesn't take sides and focuses on the facts)
- **Keeps** everyone informed
- **Maintains** confidentiality where possible, however some incidents may require reporting to the QCC or ANCC
- **Takes** disciplinary action appropriate to the breach of policy
- **Makes** sure the person complaining is not victimised.

If you decide to make a complaint you can generally expect to be:

- **Identified** (but only to the person against whom you are making the complaint, the rest of the club will not be told except under exceptional circumstances - for example where evidence may be needed to be collected from other members).
- **Requested** to support your complaint by providing information about the incident e.g. what, where and when the behaviour occurred, what you did at the time, the contact details of any witnesses, and any evidence or documents e.g. emails, text messages
- **Protected** from victimisation

BEING COMPLAINED ABOUT

If you are complained about you should be willing to change your behaviour if you have been acting inappropriately (e.g. telling sexist jokes, teasing someone because of their religious beliefs, isolating someone because they are gay, gossiping on social networks).

You should expect the COBS Committee to follow the complaints procedures and:

- **Take** the complaint seriously and act promptly
- **Listen** to your side of the story
- **Treat** both parties to the complaint fairly (e.g. not take sides and make a decision based on facts)
- **Keep** everyone informed
- **Maintain** confidentiality
- **Ensure** any disciplinary action is appropriate to the breach of policy.

You should:

- **Co-operate** in any investigation
- **Not** gossip or seek to influence others whether they are party to the complaint or not
- **Not** be victimised and not victimise the person complaining about you
- **Accept** any disciplinary action deemed necessary with good grace.

If the complaint is referred to an external agency (e.g. an anti-discrimination agency) contact them for information and advice about their complaints process.

THE ACTUAL PROCESS

- **The** complainant has **seven** days from the date of an incident to lodge a complaint via the reporting forms. These are available to download on the COBS website or in hardcopy form on Show days. The complainant can also request a form to be emailed or mailed to them.
- **The** COBS Committee will acknowledge receipt of the complaint and request any further evidence within **14** days. A notice of the complaint will be sent to any other party within this time.
- **Any** party being complained about has **seven** days from when notice of the complaint is sent to them to respond. The COBS Committee will examine the response and determine if any further evidence is required from any parties involved. If not the COBS Committee will rule on the complaint. If further information is needed all parties will have a further **seven** days to provide evidence.
- **Once** the COBS Committee has ruled on a complaint or incident any party involved has **30** days to appeal the decision. If no appeals are made, the matter will be regarded as closed on the final date of appeal and any penalty will come into effect then. If notice of an appeal is filed then the

COBS Committee will allow another **30** days for all parties to submit further evidence why the Committee decision should be reversed. At the end of the **30** day period the COBS Committee will examine any new evidence and make a final decision in relation to the complaint/incident.

- **At** any time in the process, any party involved may request a neutral mediator be appointed to oversee the complaint/incident.
- **All** evidence presented to the COBS Committee must have been obtained lawfully.
- **After** the appeals process is exhausted the matter will be closed and the COBS Committee decision considered final.

PENALTIES

Minor Breaches

These are considered to be the least serious of breaches of COBS rules. In some cases they may be accidental, or because an Exhibitor is not aware of the rules. The COBS Committee would like to resolve these types of breaches quickly and without escalation. Anyone given a warning or asked to give an apology will be also required to sign a statement that they have read and understood the COBS Rules and Code of Behaviour.

- **Informal** warning (verbal) - Example: Exhibitor tells judge that the animal on the table is the offspring of a particular animal.
- **Formal** warning (written) - Example: One Exhibitor tells another within earshot of the judge that the animal is the same animal the judge has already given Best in Show to at a previous show and that it always beats the others on the table.
- **Informal** apology (verbal) - Example: One Exhibitor accidentally identifies a fault in another Exhibitors cavy within earshot of the judge. Exhibitor A would verbally apologise to Exhibitor B.
- **Formal** apology (written) - Example: An exhibitor makes fun of an adult Novice Exhibitor, upsetting them. Exhibitor A would be asked to make a written apology to the Novice Exhibitor.

Medium Breaches

These are considered to be more serious than a minor breach of COBS rules. They may be the result of an escalation of a minor breach, or they could be a more serious rule that has been broken. In some cases they may be accidental, or because an Exhibitor is not aware of the rules. The COBS Committee would like to resolve these types of breaches quickly and without escalation, but understands that it may take a little more time to sort these breaches out. Anyone given a warning, asked to give an apology, take part in mediation or be placed on a Show Suspension will be also required to sign a statement that they have read and understood the COBS Rules and Code of Behaviour.

- **Informal** warning (verbal)
- **Formal** warning (written)
- **Informal** apology (verbal)
- **Formal** apology (written)
- **Mediation** - The COBS Committee may feel mediation is needed between all parties in a breach. This could be done formally or informally. Example - Exhibitor A accuses Exhibitor B of unsportsmanlike behaviour after Best in Show is judged. The COBS Committee sits down with Exhibitor A and B and talks about behaviour and club expectations until a resolution is reached that all are happy with.
- **Show** Suspension - An Exhibitor may be suspended from up to two shows for a medium breach. - Example: An Exhibitor is angry with a judge for not awarding a Best of Breed and then writes about it on their Facebook page, making derogatory remarks about the judge. A friend of the judge screenshots the page and forwards it to the judge and the judge complaints to the COBS Committee.

After going through the correct complaints procedure the Committee gives the Exhibitor a two show suspension, whereby they are not permitted to enter their animals at any COBS Show or handle anyone else's animals.

Major Breaches

These are considered to be the most serious breaches of COBS rules. They may be the result of an escalation of a minor or medium breach, or they could be a more serious rule that has been broken or even an outside law that is broken for example assault. In some cases they may be accidental, or because an Exhibitor is not aware of the rules. The COBS Committee would like to resolve these types of breaches quickly but to ensure that all parties to a major breach receive natural justice it can take some time to finalise these breaches. Anyone given any penalty below will be also required to sign a statement that they have read and understood the COBS Rules and Code of Behaviour.

- **Formal** warning (written)
- **Formal** apology (written)
- **Mediation** - The COBS Committee may feel mediation is needed between all parties in a breach. This will be done formally for a major breach.
- **Show** Suspension - An Exhibitor may be suspended from up to four shows for a major breach. Example - Exhibitor verbally abuses the judge at the Table.
- **Temporary** Membership Suspension - A Member may have their membership suspended for up to three months. They would be reinstated either at the same level of membership previously held, or have to begin at probationary level again. This is for more serious breaches or for continuing breaches of less serious rules where the member has ignored the direction of the Committee. Example - continued harassment of another member or interference with another person's cavy at a show.
- **Termination** of Membership - A person may have their membership terminated for the most serious breaches. Whether any remaining membership balance is refunded will be at the discretion of the Committee and weighed against the seriousness of the breach. If a person's membership is terminated they may not reapply for COBS membership for 24 months after the official termination date. If their membership is accepted at this time they will be placed on probationary membership without exception.
- **Lifetime** Bans - In some cases the COBS Committee may determine the breach to be so serious that a lifetime ban will be conferred.
- **In** the most serious cases outside agencies such as the police may be involved and you may be charged with a criminal offence which is outside the jurisdiction of the club.

SHOW OFFICIAL

Function and Roles

Thoroughly understand the Cavy Owners & Breeders Society of Queensland Inc.

- **Codes** of conduct for exhibitors and visitors
- **Processes** for dealing with show day incidents
- **Understand** COBS disciplinary procedures and penalties
- **Understand** the degree to which COBS rules can be enforced on non-members (non-members are not necessarily bound by club rules)
- **Be skilled** and confident at resolving conflict and dealing with difficult people
- **Support** and uphold the principles of fair play
- **Be visible** at all times on show days
- **Use** a formal incident recording and reporting process

Tips for conflict resolution

- **Receive** other people's comments without interruption
- **Speak** pleasantly – be aware of the tone of your voice and the type of language you use
- **Use** non-aggressive body language and facial expressions (e.g. don't point your finger; don't stand with your hands on your hips)
- **Don't** become emotionally involved
- **Be patient**
- **Stay** calm no matter what the person says or does
- **If** the conflict turns physical or physical threats are made, don't get involved – call the police immediately
- **Look** for signs of the situation getting out of hand and act early before it reaches boiling point

