



# AUSTRALIAN POWERCHAIR HOCKEY ASSOCIATION NSW INC

AUSTRALIAN POWERCHAIR  
HOCKEY ASSOCIATION (NSW) Inc

## **MEMBER PROTECTION POLICY**

**VERSION 1.0 April 2017**

### **IMPORTANT NOTE:**

**For this and other policies to be binding, they must:**

- **be formally incorporated into your Memorandum and Articles of Association or into your By-Laws as prescribed in your Constitution**
- **be referred to in membership forms (e.g. the member agrees to be bound by the Constitution, Rules, Regulations and Policies of the NSO, SSO or Association, including its Member Protection Policy).**

**Members need to be advised of the policy's existence and to sign a membership form agreeing to be bound by the policy.**



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# MEMBER PROTECTION POLICY

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## 1. Purpose of Our Policy

The main objective of our Member Protection Policy (policy) is to maintain responsible behaviour and the making of informed decisions by participants in this association. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from abuse. Our policy informs everyone involved in our association of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required. It also covers the care and protection of children participating in our association's activities.

## 2. Who Our Policy Applies To?

Our policy applies to everyone involved in the association including committee members, administrators, coaches, officials (umpires/referees/judges), players, parents and spectators.

## 3. Extent of Our Policy

Our policy covers unfair decisions (e.g. team selection) and actions, breaches of our code of behaviour and behaviour that occurs at practice, in the association rooms, at social events organised or sanctioned by the association (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings our association or sport into disrepute or there is suspicion of harm towards a child or young person.

## 4. Association Responsibilities

We will:

- implement and comply with our policy;
- promote our policy to everyone involved in our association;
- promote and model appropriate standards of behaviour at all times;
- respond to breaches or complaints made under our policy promptly, fairly, and confidentially;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to our Board

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national body request to be referred to them.

## 5. Individual Responsibilities

Everyone associated with our association must:

- ☑ comply with the standards of behaviour outlined in our policy;
- ☑ treat others with respect;
- ☑ always place the safety and welfare of children above other considerations;
- ☑ be responsible and accountable for their behaviour;
- ☑ follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour.

## 6. Protection of Children

### 6.1 Child Protection

The Association is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times. We also support the rights and wellbeing of our volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

Association acknowledges that our members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. Association aims to continue this and to take measures to protect the safety and welfare of children participating in our sport by:

#### **6.1.1: Identify and Analyse Risk of Harm**

The Association will develop and implement a risk management strategy, which includes a review of existing child protection practices, to determine how child-safe and child-friendly the organisation is and to determine what additional strategies are required to minimise and prevent risk of harm to children because of the action of an employee, volunteer or another person.

#### **6.1.2: Develop Codes of Conduct for Adults and Children**

The Association will ensure that the organisation has codes of conduct that specify standards of conduct and care when dealing and interacting with children, particularly those in the organisation's care. The organisation will also implement a code of conduct to address appropriate behaviour between children.

The code(s) of conduct will set out professional boundaries, ethical behaviour and unacceptable behaviour.

#### **6.1.3: Choose Suitable Employees and Volunteers**

The Association will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children (in prescribed positions).

This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

The Association will ensure that working with children checks/criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law.

If a criminal history report is obtained as part of their screening process, the Association will ensure that the criminal history information is dealt with in accordance with relevant state requirements.

#### **6.1.4: Support, Train, Supervise and Enhance Performance**

The Association will ensure that volunteers and employees who work with children or their records have ongoing supervision, support and training such that their performance is developed and enhanced to promote the establishment and maintenance of a child-safe environment.

#### **6.1.5: Empower and Promote the Participation of Children in Decision-Making and Service Development**

The Association will promote the involvement and participation of children and young people in developing and maintaining child-safe environments.

#### **6.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect**

The Association will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

The Association will make all volunteers and employees aware of their responsibilities under respective state laws if they have suspicion on reasonable grounds that a child has been or is being abused or neglected

In addition to any legal obligation, if any person feels another person or organisation bound by this policy is acting inappropriately towards a child or is breaching the code(s) of practice set out they may make an internal complaint.

## **6.2 Supervision**

Members under the age of 10 and under must be supervised at all times by a responsible adult. Our association will provide a level of supervision adequate and relative to the members' age, maturity, capabilities, level of experience, nature of activity and nature of venue. If a member finds a member under the age of 10 and under is unsupervised, they should assume responsibility for the member's safety until the parent/guardian or supervisor can be found.

Parents must turn up on time to collect their child for reasons of courtesy and safety. If it appears a member will be left alone at the end of a training session with just one child, they will ask another member to stay until the child is collected.

## **6.3 Transportation**

Parents/guardians are responsible for transporting their children to and from association activities (e.g. practice and games). Where our association makes arrangements for the transportation of children, we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and appropriate safety measures are available (e.g. fitted working seatbelts)]

## **6.4 Taking Images of Children**

Images of children can be used inappropriately or illegally. The association requires that members, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If the association uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will not display information about hobbies, likes/dislikes, school, etc as this information can be used as grooming tools by pedophiles or other persons. We will only use appropriate images of a child, relevant to our sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

## **7. Anti-harassment, Discrimination and Bullying**

Our association opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers. Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Our association takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the association (see Responding to Complaints).

## 8. Inclusion

Our association is welcoming and we will seek to include members from all areas of our community.

### 8.1 People from diverse cultures

We will support and respect people from diverse cultures and religions to participate in our association and where possible will accommodate requests for flexibility (e.g. modifications to uniforms).

### 8.2 Sexual & Gender Identity

All people, regardless of their sexuality, are welcome at our association. We strive to provide a safe environment for participation and will take action over any homophobic behaviour.

## 9. Responding to Complaints

### 9.1 Complaints

Our association takes all complaints about on and off-field behaviour seriously. Our association will handle complaints based on the principles of procedural fairness (natural justice), that is:

- all complaints will be taken seriously;
- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to our Board.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our association will need to report the behaviour to the police and/or relevant government authority.

### 9.2 Complaint Handling Process

When a complaint is received by our association, the person receiving the complaint will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes; and
- maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the association will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to our association; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to our association and an investigation is conducted, the association will:

- co-operate fully;
- ensure the complainant and respondent are not victimized
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on our association's recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

### **9.3 Disciplinary Measures**

Our association will take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- Be applied consistent with any contractual and employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach;
- Be determined by our Constitution, By Laws and the rules of the game.

Possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our association;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our association considers reasonable and appropriate.

### **9.4 Appeals**

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by our association to our association. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/association.

## **Attachment 1.1: SCREENING REQUIREMENT**

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This attachment sets out the screening process for people in our association who work, coach, supervise or have regular unsupervised contact with people under the age of 18 years.

Our Association will:

1. Identify positions that involve working, coaching, supervising or regular unsupervised contact with people under the age of 18 years.
2. Sight and retain a copy of the clear Working With Children Check

## **Attachment 1.2: WORKING WITH CHILDREN CHECK REQUIREMENTS**

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Working with Children Checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm.

They assess the suitability of people to work with children and young people and can involve:

- criminal history checks
- signed declarations
- referee checks, and other relevant background checks to assess a person's suitability to work with children and young people.

Working with Children Check requirements vary across Australia. [Fact Sheets](#) for each state and territory are available on the *Play by the Rules* website: [www.playbytherules.net.au](http://www.playbytherules.net.au). Detailed information, including the forms required to complete a Working with Children Check, are available from the relevant agencies in each state and territory.

### **New South Wales**

Contact the Commission for Children and Young People

Website: [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

Phone: 02 9286 7276

### **Northern Territory**

Contact the Northern Territory Screening Authority

Website: [www.workingwithchildren.nt.gov.au](http://www.workingwithchildren.nt.gov.au)

Phone: 1800 SAFE NT (1800 723 368)

### **Queensland**

Contact the Commission for Children and Young People and Child Guardian about the "Blue Card" system.

Website: [www.ccypcg.qld.gov.au](http://www.ccypcg.qld.gov.au)

Phone: 1800 113 611

### **South Australia**

Contact the Department for Education and Child Development

Website: [www.dcsi.sa.gov.au/pub/Default.aspx?tabid=281](http://www.dcsi.sa.gov.au/pub/Default.aspx?tabid=281)

Phone: 1800 003 305

### **Victoria**

Contact the Department of Justice

Website: [www.justice.vic.gov.au/workingwithchildren](http://www.justice.vic.gov.au/workingwithchildren)

Phone: 1300 652 879

### **Western Australia**

Contact the Department for Child Protection

Website: [www.checkwwc.wa.gov.au](http://www.checkwwc.wa.gov.au)

Phone: 1800 883 979

## Attachment 2: CODES OF BEHAVIOUR

Refer to Code of Conduct Policy

## Attachment 3: REPORTING FORMS

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### RECORD OF COMPLAINT

Name of person receiving complaint		Date: //
Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Complainant's contact details	Phone: Email:	
Complainant's role/status in Association	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official                 .....	
Name of person complained about	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Person complained about role/status in Association	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official                 .....	
Location/event of alleged issue		
Description of alleged issue		

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p><input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination</p> <p><input type="checkbox"/> Sexual/sexist      <input type="checkbox"/> Selection dispute      <input type="checkbox"/> Coaching methods</p> <p><input type="checkbox"/> Sexuality      <input type="checkbox"/> Personality clash      <input type="checkbox"/> Verbal abuse</p> <p><input type="checkbox"/> Race      <input type="checkbox"/> Bullying      <input type="checkbox"/> Physical abuse</p> <p><input type="checkbox"/> Religion      <input type="checkbox"/> Disability      <input type="checkbox"/> Victimisation</p> <p><input type="checkbox"/> Pregnancy      <input type="checkbox"/> Child Abuse      <input type="checkbox"/> Unfair decision</p> <p><input type="checkbox"/> Other .....</p>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	