

CAMBERWELL HOCKEY CLUB INC
MEMBER PROTECTION POLICY
APRIL 2015

CONTENTS PAGE

POLICY

1. Introduction
2. Purpose of Our Policy
3. Who Our Policy Applies To
4. Extent of Our Policy
5. Club Responsibilities
6. Individual Responsibilities
7. Protection of Children
 1. Child Protection
 2. Supervision
 3. Transportation
 4. Taking Images of Children
8. Anti-Harassment, Discrimination and Bullying
9. Inclusive Practices
 1. People with a Disability
 2. People from Diverse Cultures
 3. Sexual & Gender Identity
 4. Pregnancy
10. Responding to Complaints
 1. Complaints
 2. Complaint Handling Process
 3. Disciplinary Measures
 4. Appeals

Attachment 1: Working With Children Check Requirements

Attachment 2: Codes of Behaviour

Attachment 3: Duty Statements

Attachment 4: Reporting Forms

[MEMBER PROTECTION POLICY]

1. Introduction

We are a community based club focussed on ensuring the Club is safe, welcoming and inclusive to all members and visitors, with the aim of growing participation in the game and involvement in the Club.

2. 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 Club. 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 Club 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 Club's activities.

3. Who Our Policy Applies To

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

4. Extent of Our Policy

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

5. Club Responsibilities

We will:

- implement and comply with our policy;
- communicate our policy to everyone involved in our Club by making it accessible;
- encourage 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 Hockey Victoria

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 or police where appropriate.

6. Individual Responsibilities

Everyone associated with our Club must:

- comply with the standards of behaviour outlined in the Club's policies;
- 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.

7. Protection of Children

7.1 Child Protection

The Club 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 staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

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

7.1.1: Identify and Analyse Risk of Harm

The Club 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.

7.1.2: Develop Codes of Conduct for Adults and Children

The Club 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.

7.1.3: Choose Suitable Employees and Volunteers

The Club 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 Club will use its best endeavours to 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 Club will ensure that the criminal history information is dealt with in accordance with relevant state requirements.

7.1.4: Support, Train, Supervise and Enhance Performance

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

7.1.5: Empower and Promote the Participation of Children In Decision-Making And Service Development

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

7.1.6: Report and Respond Appropriately To Suspected Abuse and Neglect

The Club will use its best endeavours to ensure that volunteers and employees are able to identify and respond to children at risk of harm and to 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.

7.2 Supervision

The Club will use its best endeavours to ensure that members under the age of 16 are supervised by a responsible adult. The level of supervision will be 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 16 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, particularly at Koonung Secondary College. If it appears a member will be left alone at the end of a training session with just one child, they will endeavour to find another member to stay until the child is collected.

7.3 Transportation

Parents/guardians are responsible for transporting their children to and from Club activities or for making other appropriate arrangements for transportation.

7.4 Taking Images of Children

Images of children can be used inappropriately or illegally. The Club 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 Club 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.

8. Anti-harassment, Discrimination and Bullying

Our Club 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 Club 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 Club (see Responding to Complaints).

9. Inclusive practices

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

9.1 People with a disability

Where possible we will include people with a disability in our teams and Club. We will make reasonable adaptation to enable participation.

9.2 People from diverse cultures

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

9.3 Sexual & Gender Identity

All people, regardless of their sexuality or gender identity, are welcome at our Club. We strive to provide a safe and inclusive environment for participation and will address any discriminatory or bullying behaviour.

9.4 Pregnancy

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision making about the way they participate in our sport. We recommend pregnant women to consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation.

10. Responding to Complaints

10.1 Complaints

Our Club takes all complaints about on and off-field behaviour seriously. Our Club 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 Hockey Victoria.

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

10.2 Complaint Handling Process

If any member or other person wishes to make a complaint, they are strongly encouraged to make their complaint and speak, in the first instance, to the Member Protection Information Officer. When a complaint is received by our club, the person receiving the complaint (ie..the Member Protection Information Officer) 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 preferred option for resolution is agreed with the complainant or determined by the person receiving or handling the complaint, the Club 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 the executive committee of the relevant Club section (junior, women's men's) or to the Club board;
- referring the complaint to Hockey Victoria; 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 Hockey Victoria and an investigation is conducted, the Club will:

- co-operate fully;
- ensure the complainant and respondent are not victimised;
- maintain confidentiality as appropriate;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on Hockey Victoria'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.

10.3 Disciplinary Measures

Our Club will take disciplinary action against anyone found to have breached the Member Protection Policy or made false and malicious allegations. Any disciplinary measure imposed under our policies must:

- Be applied consistent with any legal or employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach;
- Be determined in accordance with our Constitution, By Laws and the Hockey Victoria rules of the game.

Possible measures that may be taken as part of the disciplinary action include:

- verbal and/or written apology;
- counselling to address behaviour;
- suspension or termination of membership, participation or their 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 Club considers reasonable and appropriate.

10.4 Appeals

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by our Club to Hockey Victoria. 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/Club.

Attachment 1: WORKING WITH CHILDREN CHECK REQUIREMENTS

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.

Detailed information, including the process required to complete a Working with Children Check, are available from the relevant agencies in each state and territory.

Victoria

Contact the Department of Justice

Website: www.justice.vic.gov.au/workingwithchildren

Phone: 1300 652 879

Attachment 2: CODES OF BEHAVIOUR

Players' Code of Conduct

- Play by the rules.
- Play for your own and your teams enjoyment and fun, not just to please (your) parents and coaches.
- Work equally hard for yourself and your team. It's a team game.
- Be a good sport. Respect all players, both your own team and the opposition. Winning and losing is part of the team sport experience.
- Never argue with an official. Respect the umpires' decisions.
- Never use bad language, whether directed at teammates, the opposition or umpires.
- Play fair – no verbal abuse of officials, or other players. Show respect to and acknowledge your opponents and officials before and after the game (eg "Thanks for the game, thanks ref.")
- Cooperate with your coach and teammates. Be at training on time and participate in training. Turn up for your games on time and if you are unavailable provide plenty of notice.
- Respect all participants regardless of gender, ability, cultural background or religion.

Parent's Code of Conduct

- Remember that children participate in sport for THEIR enjoyment, not yours.
- Encourage children to play according to the rules and not to settle disagreements with verbal abuse or violence.
- Be patient and understanding with the club administration and the coach. Remember they are trying to do their best to please everyone.
- Applaud good plays by both teams and do not abuse umpires or officials, whether they can hear it or not. Children learn by example.
- Never ridicule or yell at your child or others for mistakes made whilst playing.
- Support policy and practices held by the club, whether alcohol, smoking or selection policies.
- Recognise the value of volunteer coaches, managers and officials. They give their time to help your child.
- Volunteer your time to help the club. We have many positions to fill and any volunteers will be warmly received.
- Respect all participants regardless of gender, ability, cultural background or religion.

Attachment 3: COMPLAINT REPORTING FORM

RECORD OF COMPLAINT

Name of person receiving complaint		Date: / /
Complainant's Name		<input type="checkbox"/> Under 18 <input type="checkbox"/> Over 18
Complainant's contact details	Phone: Email:	
Complainant's role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete / Player <input type="checkbox"/> Coach / Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official / Umpire	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Name of person complained about		<input type="checkbox"/> Under 18 <input type="checkbox"/> Over 18
Person complained about role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete / Player <input type="checkbox"/> Coach / Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official / Umpire	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Location/event of alleged issue		
Description of alleged issue		
Nature of complaint (category/basis/grounds) Can tick more than one box	<input type="checkbox"/> Harassment <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual / Sexist Methods <input type="checkbox"/> Sexuality Abuse <input type="checkbox"/> Racial Abuse <input type="checkbox"/> Religious Abuse	<input type="checkbox"/> Selection Dispute <input type="checkbox"/> Personality Clash <input type="checkbox"/> Bullying <input type="checkbox"/> Disability <input type="checkbox"/> Coaching <input type="checkbox"/> Verbal <input type="checkbox"/> Physical

What they want to happen to fix issue	
Information provided to them	
Resolution and/or action taken	
Follow-up action	