



MEMBER PROTECTION POLICY

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CONTENTS	PAGE
POLICY	
1. Introduction	3
2. Purpose of Our Policy	3
3. Who Our Policy Applies To	3
4. Extent of Our Policy	3
5. Club Responsibilities	3 & 4
6. Individual Responsibilities	4
7. Protection of Children	4
7.1 Child Protection	4
7.1.1: Identifying and Analyzing Risks of Harm	4
7.1.2: Developing Codes of Conduct for Committee, Volunteers, Athletes, Support Workers, Spectators and Family Members	4
7.1.3: Choosing Suitable Volunteers	5
7.1.4: Support, Train, Supervise and Enhance Performance	5
7.1.5: Empower and Promote the Participation of Athletes (including children) in Decision-Making and Service Development	5
7.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect	5
7.1.7: National Police Clearance for athletes over the age of 18	5
7.2 Supervision	5
7.2.1 Specific Supervision Requirements	6
7.3 Transportation	6
7.3.1 Transportation of Children	6
7.3.2 Transportation for people requiring additional supervision	6
7.4 Taking Images of Children	6 & 7
8. Discrimination, Harassment and Bullying	7
8.1 Discrimination	7 & 8
8.2 Harassment	8
8.3 Bullying	8
9. Inclusive Practices	8 & 9
9.1 People with a Disability	9
9.2 People from Diverse Cultures	9
9.3 Sexual & Gender Identity	9
9.4 Pregnancy	9
9.5 Girls playing in boy's teams	9
10. Responding to Complaints	10
10.1 Complaints	10
10.2 Complaint Handling Process	10
10.3 Disciplinary Measures	10
10.4 Appeals	10

Attachment 1: Working with Children Check Requirements

- 1.1. Member Protection Declaration
- 1.2. Working with Children Check Requirements

Attachment 2: Codes of Behaviour

Attachment 3: Grievance and Complaints Policy and Procedure

Attachment 4: Reporting Requirements and Documents

WA iSports Incorporated

Member Protection Policy (MPP)

1. Introduction

The purpose of WA iSports is to provide opportunities for the development of skills, social interaction and the improvement of the health and wellbeing of people with Intellectual Disability and/or Autism Spectrum Disorder by providing access to a diverse range of sporting programs that cater for individual needs and take into account personal goals and preferences.

2. Purpose of Our Policy

The main objective of our Member Protection Policy is to maintain responsible behaviour and the making of informed decisions by members and other 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 discrimination, harassment and 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 expected of them. WA iSports members include people with disability and children. This policy covers the care and protection of all members participating in our club's activities.

The term member includes vulnerable people, specifically those with disability and children, child members may or may not have a disability.

3. Who Our Policy Applies to

This policy applies to everyone involved in the activities of our association whether they are in a paid or unpaid/voluntary capacity and including:

- club committee members, administrators and other club officials;
- coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;
- support personnel, including managers, physiotherapists, psychologists, masseurs, sports trainers and others;
- referees, umpires and other officials;
- athletes;
- members, including any life members;
- parents;
- spectators;
- support workers and
- sponsors

4. Extent of our Policy

Our policy covers all matters, directly and indirectly, related to WA iSports and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of our code of behaviour and behaviour that occurs at training sessions, at competitions, in the club rooms, at social events organised or sanctioned by the association and on away and overnight trips. It also covers private behaviour where that behaviour brings our association or sports into disrepute or there is suspicion of harm towards a vulnerable person, a child or young person.

5. Club Responsibilities

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and the consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of this policy in an appropriate manner;

- recognise and enforce any penalty imposed under this policy;
- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to WADSA our Peak Body.

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 bodies request to be referred to them.

6. Individual Responsibilities

Everyone associated with our association who has the legal capacity to do so must:

- **make themselves aware of the contents of this policy;**
- **comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy;**
- **consent to the screening requirements set out in this policy, and any state or territory Working with Children checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18, or where otherwise required by law;**
- **treat other people with respect;**
- **always place the safety and welfare of our Members & children above other considerations;**
- **be responsible and accountable for their behaviour; and**
- **follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment, bullying or other inappropriate behaviour; and**
- **comply with any decisions and/or disciplinary measures imposed under this policy.**

7. Protection of Children and People with Disability

7.1 Child Protection

WA iSports is committed to the safety and wellbeing of our Members, children and young people who participate in our activities or use our services. We support the rights of the vulnerable and children and will act at all times to ensure that a safe environment is maintained. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants.

WA iSports acknowledges the valuable contribution made by our volunteers & members and we encourage their active participating in providing a safe, fair, diverse and inclusive environment for all participants.

7.1.1: Identifying and Analysing Risks of Harm

WA iSports will develop and implement a risk management strategy, which includes a review of our existing child protection & Member practices, to determine how safe our organisation is and to identify any additional steps we can take to minimise and prevent the risk of harm to those concerned because of the action of a volunteer, another member, another person or organisation.

7.1.2: Developing Codes of Conduct for Committee, Volunteers, Athletes, Support Workers, Spectators and Family Members

We will develop and promote a code of conduct that specifies standards of conduct and care we expect when dealing and interacting with our members, particularly those in our care. We will also implement a code of conduct to promote appropriate behaviour between members.

The codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour (see attachment No 2).

7.1.3: Choosing Suitable Volunteers

WA iSports will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with our athletes, especially those in positions that involve regular unsupervised contact with them. This will 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 our members, who include children.

WA iSports will ensure that Working with Children Checks and criminal history assessments are conducted for all volunteers. The criminal history report that is obtained as part of the screening process, WA iSports will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements maintaining their privacy.

7.1.4: Support, Train, Supervise and Enhance Performance

WA iSports will ensure that all our volunteers who work with our members have ongoing supervision; support and training. Our goal is to develop their skills and capacity and to enhance their performance so we can maintain a safe environment for everyone.

7.1.5: Empower and Promote the Participation of Athletes (including children) in Decision-Making and Service Development

WA iSports will promote the involvement and participation of our members in developing and maintaining a safe environment within our programs.

7.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect

WA iSports will ensure that volunteers are able to identify and respond appropriately to members at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable ground that a child or member has been, or is being, abused or neglected (see attachment 3).

In addition to any legal obligations, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child or our members or is in breach of this policy they may make an internal complaint.

Please refer to our complaints procedure in section 10 of this policy. Any person who believes a child or member is in immediate danger or in a life-threatening situation should contact the police immediately.

7.1.7: National Police Clearance for athletes over the age of 18

Where WA iSports organises activities or attends events where athletes are required to be accommodated for one or more nights and there are children who will be accommodated with the adults we will require a Statutory Declaration to be completed for all adult athletes. The Statutory Declaration requires a legally responsible adult to identify if the adult athlete has any charges or record of any offences that involve a child.

WA iSports has the right to request a National Police clearance, to be paid for by the athlete, to be completed. The committee has the right to rescind attendance.

7.2 Supervision

Members with disability and children must be supervised at all times by a responsible adult. We endeavour to provide an appropriate level of supervision at all times, the ratio and level of supervision will be determined based on the number of athletes, their ages, individual support requirements and the type of activity to be undertaken.

If a volunteer finds a child under the age of [18] is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

If an adult with a disability is found to be unsupervised, this is to be reported to a senior volunteer such a Committee Member, this person is to determine the course of action to be taken. This will be established by evaluating the support requirements of the individual and the risk presented by this person if they are left unsupervised. If there is any doubt then the volunteer is to remain with the athlete until the athlete's parent/guardian or support person/organisation is located.

For reasons of courtesy and safety, parents must collect their children on time. If it appears a member will be left alone with just one child at the end of any club activity, they will ask another member to stay until the child is collected.

7.2.1 Specific Supervision Requirements

WA iSports reserves the right to require support be provided for specific individuals or groups of individuals (such as may be the case in group housing) to ensure the safety and wellbeing of all athletes are ensured. A coach, co-ordinator or any committee member may determine the need for supervision. This supervision may be required for any activity provided by WA iSports at any venue, this may include being required to participate in sporting activities.

7.3 Transportation

Parents/guardians/Disability Services Providers are responsible for organising the transportation of members to and from club activities (e.g. training and games). Where WA iSports make arrangements for the transportation (e.g. for away matches or overnight trips), 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 the appropriate safety measures are in place (e.g. fitted working seatbelts).

7.3.1 Transportation of children

WA iSports will not provide transport for children under the age of 16 unless a parent/guardian is a WA iSports volunteer and is travelling as part of their volunteer duties or if there is space in the vehicle for both the child and their support to travel.

7.3.2 Transportation for people requiring additional supervision

Where WA iSports makes arrangements for transportation we reserve the right to require transport be provided for specific individuals or groups of individuals for the purpose of ensuring the safety and wellbeing of all athletes.

A committee member may determine if an individual or group is able to travel with the transport organised by WA iSports or if transport is to be arranged by the parent /guardian/support provider.

7.4 Taking Images of Children

Images of children and our members can be used inappropriately or illegally. We require that members, permission is to be obtained from a member or legally responsible adult and or child's parent or guardian before taking an image of them on registration. We will also make sure that the parent/guardian/legally responsible adult understands how the image will be used in our registration.

To respect people's privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets which we control or are used in connection with our club.

When using a photo of a child or member, we will not name or identify them or publish personal information, such as residential address, email address or telephone number, without the consent of their parent or guardian. We will not provide information about their hobbies,

interests, school or the like, as this can be used by paedophiles or other persons to “groom” a child.

We will only use images of members that are relevant to our activities and we will ensure that they are suitably clothed in a manner that promotes our club. We will seek permission from parent or guardian about using their images at registration.

8. Discrimination, Harassment and Bullying

WA iSports is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination, harassment and bullying.

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, harassed or bullied.

8.1 Discrimination

Unlawful discrimination involves the less favorable treatment of a person on the basis of one or more of the personal characteristics protected by State or Federal anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

- **Direct discrimination** occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably because of that personal characteristic.
- **Indirect discrimination** occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement, condition or practice is not reasonable.

For the purpose of determining discrimination, the offender’s awareness and motive are irrelevant.

8.2 Harassment

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends or humiliates another person and which happens because a person has a certain personal characteristic protected by State or Federal anti-discrimination legislation.

The offensive behaviour does not have to take place a number of times, a single incident can constitute harassment.

Sexual harassment is one type of harassment. Sexual harassment involves unwelcome conduct, remarks or innuendo of a sexual nature. It covers a wide range of behaviours and can be verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex.

Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws.

The following is a list of all the personal characteristics that apply throughout Australia:

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;
- national extraction or social origin;
- marital status, relationship status, the identity of a spouse or domestic partner;
- pregnancy, potential pregnancy, breastfeeding;
- family or carer responsibilities, status as a parent or carer;
- age;
- religion, religious beliefs or activities;
- political beliefs or activities;

- lawful sexual activity;
- sexual orientation and gender identity;
- profession, trade, occupation or calling;
- the irrelevant criminal record spent convictions;
- irrelevant medical record;
- member of association or organisation of employees or employers, industrial activity, trade union activity;
- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.

The legislation also prohibits:

- racial, religious, homosexual, transgender and HIV/AIDS vilification; and
- victimisation resulting from a complaint.

8.3 Bullying

WA iSports is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable at our club.

Bullying is characterised by repeated, unreasonable behaviour directed at a person, or group of persons, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. Bullying behaviour can include actions of an individual or group.

Whilst generally characterised by repeated behaviours, one off instances can amount to bullying.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- excluding or isolating a group or person;
- spreading malicious rumours; or
- psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs through the use of technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. We will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint (refer to item 10 of this policy).

9. Inclusive practices;

WA iSports is welcoming and we will seek to include members from all areas of our community

- The following are examples of some of our inclusive practices .
- the use of visual prompts
- use of Makaton
- working with the multi-cultural society to support members from culturally and linguistically diverse backgrounds

- WA iSports will strive to provide adaptive equipment to meet the needs of individual participants
- WA iSports will tailor programs to meet the needs of individuals
- the development of positive behaviour plans
- provision of low and no cost sporting activities
- modified rules to suit the needs of individuals
- where possible athletes will play sport in environments that are open to the public
- provision of quiet spaces and/or hearing protection
- using clear and concise language
- using appropriate font style and size
- providing information in alternative formats

9.1 People with a disability

WA iSports will not discriminate against any person because they have a disability. Where it is necessary, we will make reasonable adjustments (e.g. modifications to equipment and rules) to enable participation.

9.2 People from diverse cultures

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

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 environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

9.4 Pregnancy

WA iSports is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our club's activities. We will not tolerate any discrimination or harassment against pregnant women.

We will take reasonable care to ensure the continuing safety, health and wellbeing of pregnant women. We will advise pregnant women that there may be risks involved with their continuing participation in sport, and we will encourage them to obtain medical advice about those risks. Pregnant women should be aware that their own health and wellbeing, and that of their unborn child, is of utmost importance in their decision-making to the extent they choose to participate in our sport.

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport and ensure that they make informed decisions about their participation in our sport. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with WA iSports. We will only require pregnant women to sign a disclaimer in relation to their participation in our sport whilst they are pregnant if all other participants are required to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

If a pregnant woman believes she is being or has been, harassed or discriminated against by another person bound by this policy, she may make a complaint (see section 10).

9.5 Girls playing in boy's teams

There is no separate sex competition or training within WA iSports.

We note that Federal anti-discrimination laws provide that it is not unlawful to discriminate on grounds of sex by excluding persons from participation in any competitive sporting activity in which the strength, stamina or physique of competitors is relevant.

10 Responding to Complaints

To ensure that grievances/complaints raised by members (*including members of the Committee*), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

10.1 Complaints

WA iSports takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness, and ensure: (In line with our rules of association).

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved, in the interest of maintaining good relationships WA iSports Incorporated believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

More serious complaints may be escalated to our Peak Body WADSA and or DSR.

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

10.2 Complaint Handling Process (see appendix 3).

10.3 Disciplinary Sanctions

Our club may 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 consistently with our rules of association and requirements;
- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach; and
- be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology;
- counselling of the individual and/or their support to address behaviour;
- the development of a positive behaviour plan
- ineligibility to participate in club activities
- time-out
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- suspension from spectating
- *any other form of discipline that our club considers reasonable and appropriate.*

10.4 Appeals

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to our Peak Body WADSA. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws (attachment 3).

Attachment 1.1: MEMBER PROTECTION DECLARATION

WA iSports has a duty of care to all those associated with our club and to the individuals and organisations to whom this policy applies. As a requirement of our Member Protection Policy, we must enquire into the background of those who undertake any Volunteering, coaching or in the provision of paid services on a regular basis who have contact with our members including people under the age of 18 years.

I (name) of

..... (address) born/...../.....

sincerely declare:

1. I do not have any criminal charge pending before the courts.
2. I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence
3. I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, other forms of harassment or acts of violence
4. To my knowledge, there is no other matter that the club may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
5. I will notify the Chairperson of the club immediately upon becoming aware that any of the matters set out in clauses 1 to 4 above has changed.

Declared in the *State/Territory* of

on/...../.....(date) Signature

Parent/Guardian Consent (in respect our members or a person under the age of 18 years)

I have read and understood the declaration provided by my child or charge. I confirm and warrant that the contents of the declaration provided for my child or Charge are true and correct in every particular.

Name:.....

Signature:.....

Date:

Attachment 1.2: 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

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

Western Australia

Contact the Department for Child Protection

Website: www.checkwwc.wa.gov.au

Phone: 1800 883 979

Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

In certain jurisdictions, temporary, time limited exemptions from working with children checks may be available for interstate visitors with a Working with Children Check in their home state.

The laws providing interstate exemptions are not consistent across Australia.

If a volunteer for our club is travelling interstate to do work that would normally require a working for children check, they need to check the relevant requirements of that state or territory.

Attachment 2: CODES OF BEHAVIOUR

PURPOSE

To ensure that all players, members, spectators, officials, supporters and volunteers have a clear understanding of the behaviour that is to be complied with in order to be a member/supplier/supporter/volunteer of the club.

COACHES & COORDINATORS are required to:

- Respect the rights, dignity and worth of every person
- Comply with the Charter of Human Rights (as outlined at the end of this document)
- Support, encourage and involve all Athletes regardless of their skill level
- Never put anyone down.
- Always consider the well-being and safety of participants
- Encourage participants to value their performances and not results
- Encourage and guide participants to accept responsibility for their own performance and behaviour both on and off the field/court etc.
- Maintain respectful and appropriate relationships with all participants
- Ensure all activities are appropriate to the age, ability and experience of participants
- Promote the positive aspects of the sport e.g. fair play, equal time etc.
- Always respect the official's decision and support them to understand.
- Display consistently high standards of good sporting behaviour and appearance
- Follow all guidelines laid down by the national governing bodies and the WA iSports Organisation
- Hold appropriate valid qualifications before commencing to coach and for Coordinator if required
- Never condone rule violations, unfair or unduly rough play or the use of prohibited substances
- Implement programs and processes endorsed by the Club, for example, positive behaviour plans
- Make everyone feel welcome
- Never use offensive language or behaviour
- Follow the clubs complaints and grievance procedure to resolve issues
- To act as a role model at all times.

Athletes are required to:

- Respect the rights, dignity and worth of every person
- Comply with the Charter of Human Rights (as outlined at the end of this document)
- Play by the rules and respect the umpire's decisions
- Display good sporting behaviour at all times
- Never use offensive language or behaviour towards anyone or engage in sledging or bullying of any person
- Co-operate with your coach and Coordinator
- Adhere to all club policies
- Adhere to the smoke-free policies of the club
- Not to consume alcohol in any place other than where lawfully allowed
- Never behave in a manner that would damage the reputation of the club either on or off the field/court etc
- Make everyone feel welcome
- Follow the clubs complaints and grievance procedure to resolve issues
- Give everyone a "fair go" so all participants get to join in, no matter what their level of skill is.

VOLUNTEERS, PARENTS, SUPPORT, SPECTATORS and SPONSORS are required to:

- Act as good role models and ambassadors for the club at all times
- Comply with the Charter of Human Rights (as outlined at the end of this document)
- Always welcome opposition players, spectators, officials etc. to the club
- Never use offensive language or behaviour to any other person or about any other organisation or club
- Accept the decisions of committee
- Display consistently high standards of good sporting behaviour including respecting the official's decisions
- Adhere to the smoke-free policies of the club
- Not consume alcohol in any place other than where lawfully allowed
- Adhere to and support the Club policies
- Follow the clubs complaints and grievance procedure to resolve issues

Purpose

The purpose of this document is to set out the standards of behaviour expected of Committee Members. In agreeing to be part of the Committee, each member must also agree to adhere to this code at all times.

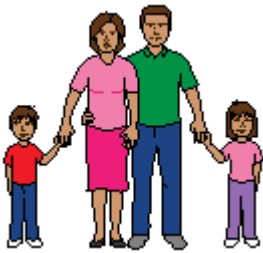
Codes

Committee Members must:

- Be diligent in their role
- Comply with the Charter of Human Rights (as outlined at the end of this document)
- Attend Committee meetings or forward their apology prior to the meeting (minimum of 8 per year)
- Treat all people associated with the Club, including members, volunteers, partners, external stakeholders, and other Committee Members with respect
- Always consider the welfare of the Club's members above on field success
- Attend to their fiduciary responsibility and make decisions based on what is best for the Club, not for individual interest or gain
- Not take advantage of their position on the Committee in any way
- Declare any Conflicts of Interest as they arrive and act to ensure that these conflicts do not pose a risk to the organisation
- Be open to feedback from members and respond appropriately
- Be honest at all times
- Act as a positive role model with respect to good sporting behaviour
- Refrain from smoking and excessive use of alcohol when attending Club related activities
- Adhere to the policies and procedures established by the Club
- Adhere to the legislative requirements of the Club
- Respect the equipment and resources of the Club and only use these in Club related business
- Not receive gifts that result in personal financial benefit
- Always look for opportunities for improved performance of the Club operations and Committee functions
- Always represent the Club in a professional manner
- Not speak to any party outside of the Committee about any aspect of the Club that could damage the Club or its reputation.

Charter of Human Rights

We all have equal rights. Everyone's rights are the same. You **cannot** treat someone unfairly or differently because of:



- Colour, culture or race, family background or the country they come from
- Their religion, religious belief or activity
- Their disability, disease or injury, including injury from work
- Whether the person is a parent or carer. For example, they care for children or family members their age
- Their sex. For example, whether they are a man or a woman
- Being pregnant or breastfeeding
- Sexual activity that is OK by the law. For example, it is not OK to treat someone unfairly because of who the person has sex with
- Their sexual orientation or gender identity. For example, gay, lesbian, bisexual, transsexual, transgender, queer or heterosexual
- Whether a person is married or not. For example, married, divorced, unmarried or living together
- Their physical features. For example, height, weight, size, hair or birthmarks
- Their actions about rights at work. For example, because a person asks questions or talks about problems with their rights at work
- Their union activity. For example, because a person is a member of a trade union or not, going on strike or not, their politics, political beliefs or activities or because a person does not take part in political activities
- Also, you cannot treat a person unfairly because that person knows someone who has features on this list.

Attachment 3: GREIVANCE AND COMPLAINTS POLICY AND PROCEEDURE

PURPOSE

To ensure that grievances/complaints raised by members (*including members of the Committee*), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

POLICY

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved, in the interest of maintaining good relationships WA iSports Incorporated believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

PROCEDURES

Parties to the dispute: The parties to a dispute must attempt to resolve the dispute between themselves within 14 days after the dispute has come to the attention of each party.

Steps to Making a Complaint / Achieving Resolution

1. Speak to the person causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions.
 - a) If you are not able to express your concern/s then you can communicate to a person who you trust to act on your behalf.
 - b) A concern may be raised by someone who is worried about your safety or wellbeing; if this is the case they first need to seek your permission.
 - c) Sometimes an action may need to be taken without your permission or before discussing it with you. This action would only happen in the case of a serious problem, immediate threat or if you are not in a position to give permission.

Seeking Resolution

If at Step 1 - the issues cannot be resolved informally within 14 days, a complaints process will be followed. The process is based on procedural fairness which requires the circumstance or context to be considered, a lack of bias, evidence to support decisions and inquiry into a dispute. WA iSports will facilitate open discussion, ensure confidentiality, fairness and respect are maintained, and, that the complaint will be dealt with in a timely manner. Any party to the dispute may start the formal grievance procedure.

Formal Complaint/Grievance Procedure

A person who chooses to make their grievance or complaint formal must do so in writing to the secretary.

The formal complaint or grievance must include the following information:

- a. the parties' names to the dispute; and
- b. the matters that are the subject of the dispute.

Complaint/Grievance Resolution Procedure

1. Once a formal complaint/grievance is received, within 28 days the secretary will convene an executive committee meeting. Prior to this meeting, the executive will assign to one of its members the task of collecting additional information about the complaint. If the complaint directly concerns a member of the executive that member will not be involved in this step.
2. The secretary will provide in writing of no less than 7 days' notice advising each party of when the executive committee will meet to consider and determine the outcome of the dispute.

The written notice will state:

1. The party, or the party's representative, may attend the meeting and will be given a reasonable opportunity to make written or oral (or both written and oral) submissions to the executive committee about the dispute.
2. If -
 - a) the dispute is between one or more members of the Club; and
 - b) any party to the dispute gives written notice to the secretary stating that the party —
 - (i) does not agree to the dispute being determined by the committee; and
 - (ii) requests the appointment of a mediator under rule 23 or the Rules of association,

the committee must not determine the dispute.

Determination of Dispute by Executive Committee

1. At the committee meeting at which a dispute is to be considered and determined, the committee must:
 - a) give each party to the dispute, or the party's representative, a reasonable opportunity to make written or oral (or both written and oral) submissions to the committee about the dispute; and
 - b) give due consideration to any submissions made; and
 - c) determine the dispute.
2. The committee must give each party to the dispute written notice of the committee's determination, and the reasons for the determination, within 7 days after the committee meeting at which the determination is made.
3. A party to the dispute may, within 14 days after receiving notice of the committee's determination give written notice to the secretary requesting the appointment of a mediator.
4. If notice is given under subrule (3), each party to the dispute is a party to the mediation.

Mediation

Appointment of mediator

1. The mediator must be a person chosen — (a) if the appointment of a mediator was requested by a member by agreement between the Member and the executive committee, or (b) if the appointment of a mediator was requested by a party to a dispute by agreement between the parties to the dispute.
2. If there is no agreement between all parties including the executive then the executive committee must appoint the mediator.
3. The person appointed as mediator by the executive committee must be a person who acts as a mediator for another not-for-profit body, such as a community legal centre

4. Mediation process

1. The parties to the mediation must attempt in good faith to settle the matter that is the subject of the mediation.
2. Each party to the mediation must give the mediator a written statement of the issues that need to be considered at the mediation at least 5 days before the mediation takes place.
3. In conducting the mediation, the mediator must — (a) give each party to the mediation every opportunity to be heard; and (b) allow each party to the mediation to give due consideration to any written statement given by another party; and (c) ensure that natural justice is given to the parties to the mediation throughout the mediation process.
4. The mediator cannot determine the matter that is the subject of the mediation.
5. The mediation must be confidential, and any information given at the mediation cannot be used in any other proceedings that take place in relation to the matter that is the subject of the mediation.
6. The costs of the mediation are to be paid by the party or parties to the mediation that requested the appointment of the mediator.

If mediation results in decision to suspend or expel being revoked

If —

(a) mediation takes place because a member whose membership is suspended or who is expelled from the Association gives notice; and

(b) as the result of the mediation, the decision to suspend the member's membership or expel the member is revoked, that revocation does not affect the validity of any decision made at a committee meeting or general meeting during the period of suspension or expulsion.

Attachment 4: REPORTING DOCUMENT

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 club	<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 official: _____ _____
Name of person or party being complained about	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Person complained about role or association with the club	<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 official: _____ _____
Location/event of alleged issue		
Description of alleged issue		

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

Follow-up action	
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This record and any notes must be kept in a confidential and safe place and provided to the relevant authorities (police and government) should they require them.

PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 000.

Fact sheets on reporting allegations of child abuse in different states and territories are available at www.playbytherules.net.au

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

All people working with WA iSports Incorporated in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below.

Step 1: Receive the allegation

If a Member, child or young person raises with you an allegation of abuse or neglect that relates to them or to another person, it is important that you listen, stay calm and be supportive.

Do	Don't
Make sure you are clear about what the child has told you	Do not challenge or undermine the child
Reassure the child that what has occurred is not his or her fault	Do not seek detailed information, ask leading questions or offer an opinion.
Explain that other people may need to be told in order to stop what is happening.	Do not discuss the details with any person other than those detailed in these procedures.
Promptly and accurately record the discussion in writing.	Do not contact the alleged offender.

Step 2: Report the allegation

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.
- Contact the relevant child protection agency or police for advice if there is **any** doubt about whether the allegation should be reported.
- If the allegation involves a person to whom this policy applies, then also report the allegation to the Chairperson or an executive committee member of WA iSports incorporated so that he or she can manage the situation.

Step 3: Protect the child and manage the situation

- The Executive Committee will assess the immediate risks to the child/person and take interim steps to ensure the child's safety and the safety of any other children. This may include redeploying the alleged offender to a position where there is no unsupervised contact with children, supervising the alleged offender or removing/suspending him or her until any investigations have been concluded. Legal advice will be sought before any interim steps are made if the person is an employee of WA iSports Incorporated
- The Executive Committee will consider what services may be most appropriate to support the person and his or her parent/s/support/guardian.

- The Executive Committee will consider what support services may be appropriate for the alleged offender.
- The Executive Committee will seek to put in place measures to protect the member and the alleged offender from possible victimisation and gossip.

Step 4: Take internal action

- At least three different investigations could be undertaken to examine allegations that are made against a person to whom this policy applies, including:
 - a criminal investigation (conducted by the police)
 - a child protection investigation (conducted by the relevant child protection agency)
 - a disciplinary or misconduct inquiry/investigation conducted by WA iSports
- WA iSports will assess the allegations and determine what action should be taken in the circumstances. Depending on the situation, the action may include considering whether the alleged offender should return to his or her position, be dismissed, banned or suspended or face other disciplinary action.
- If disciplinary action is undertaken, we will follow the procedures set out in *[Clause 9]* of our Member Protection Policy.
- Where required we will provide the relevant government agency with a report of any disciplinary action we take.

Contact details for advice or to report:

Western Australia Police
 Non-urgent police assistance
 Ph: 131 444
www.police.wa.gov.au

Department for Child Protection and Family Support
www.dcp.wa.gov.au
 Ph: (08) 9222 2555 or 1800 622 258

CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in *Procedure for Handling Allegations of Child Abuse* have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)		Date Formal Complaint Received: / /
Role/status in sport		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in sport	<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	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	
Government agency contacted	Who: When: Advice provided:	
Chair and/or MPIO contacted	Who: When:	

Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position: Signature: / /
Signed by	Complainant (if not a child)

This record and any notes must be kept in a confidential and safe place and provided to the relevant authorities (police and government) should they require them.