

Eastwood St Andrews AFC

MEMBER PROTECTION POLICY

VERSION January 2016

POLICY

1. 1.Introduction
2. 2.Purpose of Our Policy
3. 3.Who Our Policy Applies To
4. 4.Extent of Our Policy
5. 5.Club Responsibilities
6. 6.Individual Responsibilities
7. 7.Protection of Children

7.1 Child Protection

7.2 Supervision

7.3 Transportation

7.4 Taking Images of Children

1. 8.Anti-Harassment, Discrimination and Bullying
1. 9.Inclusive Practices

9.1 People with a Disability

9.2 People from Diverse Cultures

9.3 Sexual & Gender Identity

10. Responding to Complaints

10.1 Complaints

10.2 Complaint Handling Process

10.3 Disciplinary Measures

10.4 Appeals

Attachment 1: Working With Children Check Requirements

Attachment 2: Codes of Behaviour

Attachment 3: Reporting Form

1. Introduction

The principal objects of Eastwood St Andrews AFC shall be to foster the game of Football and to encourage team spirit and social atmosphere amongst the Club Members. Other sports may be fostered provided that in the opinion of the Committee there is no conflict with the principal objects of 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, managers, officials (umpires/referees/judges), players, parents/guardians and spectators.

4. 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 club rooms, at social events organised or sanctioned by the club (or our sport), 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;
- §promote our policy to everyone involved in our club;
- §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 governing bodies.

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.

6. Individual Responsibilities

Everyone associated with our club 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.

7. Protection of Children

7.1 Child Protection

Eastwood St Andrews AFC 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.

Eastwood St Andrews AFC acknowledges that our officials, members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. Eastwood St Andrews AFC 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

Eastwood St Andrews AFC 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

Eastwood St Andrews AFC 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. (See Part B)

7.1.3: Choose Suitable Employees and Volunteers

Eastwood St Andrews AFC 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.

Eastwood St Andrews AFC 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 Eastwood St Andrews AFC will ensure that the criminal history information is dealt with in accordance with relevant state requirements. (See Part C)

7.1.4: Support, Train, Supervise and Enhance Performance

Eastwood St Andrews AFC 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.

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

Eastwood St Andrews AFC 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

Eastwood St Andrews AFC will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

Eastwood St Andrews AFC 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. (See Part E)

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. Please refer to our complaints procedure outlined in attachment *[CI]* of this policy. This will explain what to do about the behaviour and how the Eastwood St Andrews AFC will deal with the problem.

7.2 Supervision

Members under the age of 15 must be supervised at all times by a responsible adult. Our club 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 15 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.

7.3 Transportation

Parents/guardians are responsible for transporting their children to and from club activities (e.g. practice and games). Where our club makes arrangements for the transportation of children (e.g. for away 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 appropriate safety measures are available (e.g. fitted working seatbelts)]

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).

1. 9.

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 adaptations (e.g. modifications to equipment and rules) 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).

9.3 Sexual & Gender Identity

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

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 our *[district, state or national body]*.

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

10.2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. President, 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 complainant decides on their preferred option for resolution, 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 our district, state or national 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 district, state or national association and an investigation is conducted, the club will:

- §co-operate fully;
- §ensure the complainant and respondent are not victimised;
- §where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- §act on our district, state or national 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.

10.3 Disciplinary Measures

Our club 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 club;
- §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 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 our district, state or national 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/club.

Attachment 1: WORKING WITH CHILDREN CHECK REQUIREMENTS

NEW SOUTH WALES

All organisations within NSW that employ people in child-related employment (in a paid or volunteer capacity) must meet the requirements of the Working with Children Check (WWCC). Child related employment is work which primarily involves direct unsupervised contact with children. The WWCC involves the following:

1. **1.Ensuring** all paid employees in a child-related position sign an **Applicant Declaration and Consent Form** which declares they are not prohibited from working with children.
2. **2.Submitting** all applicants for **paid** employment to NSW Commission For Children and Young People for a Working With Children Background Check.
3. **3.All** volunteers and students on placement whose work is categorised as 'child-related employment' must sign a **Volunteer/Student Declaration**; except those volunteers who mentor disadvantaged children in family-like relationships, or provide intimate personal care (e.g. bathing or toileting) for disabled children. These volunteers require a Working With Children Background Check. (see 1. and 2. above)
4. **4.Reporting** relevant employment proceedings for any paid and unpaid employees to the Commission for Children and Young People. A relevant employment proceeding involves any reportable conduct committed outside of work as well as in the workplace with or in the presence of a children.

Sporting organisations are responsible for managing the WWCC process. Individuals cannot apply for a WWCC directly. Sporting organisations should register with the **NSW Commission for Children and Young People** providing a contact who will receive the information on the background checks.

A WWCC is valid for employment in that position within the organisation. Short-term employees (where that person is being employed for periods of less than six months and returning for short periods throughout a 12 month period) only need to be checked **once** every 12 months.

For more information, including the required forms visit:

- **<https://check.kids.nsw.gov.au/index.php>** or contact 02 9286 7219 during business hours.

Attachment 2: CODES OF BEHAVIOUR

Guidelines For Coaches And Officials

The following guidelines are to assist coaches, officials and others working with children.

Physical contact

Generally physical contact with players/participants should be:

- . • to develop sports skills
- . • to give sports massage
- . • to treat an injury
- . • to prevent or respond to an injury
- . • to meet the specific requirements of the sport.

All physical contact by personnel should fulfill the following criteria:

- . • physical contact should be appropriate for the development of a sport skills
- . • permission from the player/participant should be sought
- . • player/participants be congratulated or comforted in public not in an isolated setting.

Supervision for children:

The number of staff needed will depend on the age and number of children involved, and whether there are disability considerations.

Being alone with a child

Do not isolate yourself and a child and avoid being alone with any particular child. If a child approaches you and wants to talk to you privately about a matter, do so in an open area and in the sight of other adults (eg. Other coaches, officials or parents/guardians).

Ideally advise another coach or official and ask them to stay within sight while you have the discussion and to come to your assistance if the child becomes emotional and/or you indicate support is required in dealing with the child. Avoid unaccompanied and unobserved activities with children.

Adopt positive language and behaviour:

Adopt positive language when talking with children and in the presence of children. This includes avoiding bad or aggressive language that could intimidate a child or set a poor example.

Change Rooms

Before going into change rooms knock or announce that you will be coming in and try to

have at least one adult with you in a change room with children. Do not isolate yourself and a child from others in the change room.

Maintain control –avoid losing your temper

Try not to lose your temper with a child (verbally or physically).

If you find that you regularly lose your temper with children you should seek support on behaviour management strategies, anger management or consider whether you have the patience to work with children.

Some ideas to assist with maintaining control include:

- Set up some basic rules at the beginning of the season such as be nice, follow instructions, have a go, no put downs. Make sure children are aware of these rules.
- Give positive messages
- Have a time out area for children and young people that are not behaving. This should be simple such as an agreed T sign with the hands that children know means to go to time out for two minutes.
- Adopt a card system to express concerns with a child's behaviour rather than becoming verbally agitated. For example a yellow card is a warning, two yellow cards means time out for two minutes and a red card could mean the child misses out of next week's game.

Collection by Parents/Guardians

Your club needs to let parents/guardians know about its policy on the collection of children. A list of actions that could help include:

- Letting children, parents/guardians know the times of practices and games, when they can expect to collect their children and that it is not your responsibility to transport children home if parents are delayed.
- Have a club policy that the second to last child and their parent/guardian will wait with the coach/official and the child. This will also enable the coach/official to concentrate on making contact with the parent/guardian.
- If you have a club room where there will be other people, have a club policy that latecomers are to collect their children from the club room. Wait with the child if possible, and make contact with the parent/guardian if necessary.
- If there are other people at the ground or facility, wait for the parent/guardian closer to those people. In the meantime try to make contact with the parent/guardian.
- Avoid the risk of being alone with a child by having a parent/guardian or support person assist you with the training. Require that person to wait until all children have left.

- Have a club policy that there is a register of parent/guardian emergency contact numbers and make sure coaches/officials have access to a phone.

Transport of players/participants

Ideally all players/participants should have their own transportation to and from sporting events. You should only provide transportation when:

- the driver is properly licensed • other players/ participants/parents/guardians are in the vehicle
- the ride has been approved by parents/guardians
- the ride is directly to/from sports or recreational activities.
- you should also call someone and tell them what you are doing, the exact time you are leaving –so that you are accountable for your time.

Overnight trips

Always have more than one adult with children on an overnight trip/ camp and do not separate yourself and children from other adult/s. There should always be more than one adult with a group of children, even if the number of children is small. Mixed gender is preferable. Options to consider on an overnight trip/camp include obtaining separate sleeping accommodation from the children (adults in separate rooms). There must be emergency procedures in place to enable supervising adults to be able to respond to any alarm raised by a child. If an alarm is raised by a child, more than one adult should respond.

Injuries and illness

Your club needs to have guidelines for handling injuries that occur during sporting activities. Only personnel who are qualified in administering first aid or treating sports injuries should attempt to treat an injury. Personnel should avoid treating injuries out of sight of others.

Other considerations include:

- The comfort level and dignity of the player/participant should always be the priority.
- Only uncover the injured area, or drape private parts of the player/participants body.
- Always report injuries and any treatment provided to parents and document an incident.
- If necessary seek medical attention as soon as possible.

Your club should also have in place policies regarding “blood rules” and ensure coaches and officials know to remove any child that is bleeding from a game and to stop the flow of blood before being allowed to again join in the activity.

Participants with disabilities

It is important that participants with disabilities have the same opportunities to be involved in sport and recreation activities. This may require, where reasonable, the provision of specialist support, appropriate transport and training for those assisting with matters such as lifting and toileting. At all times participants should be treated with dignity and respect. Because participants with disabilities may be more vulnerable to abuse or neglect clubs and organisation may need to take additional steps to ensure their safety.

Photographing children

All clubs need to be aware that there are some people who visit sporting events to take inappropriate photographs or video footage of children. You need to be alert to this possibility and report any concerns to a responsible person in your club. Your club needs to have clear guidelines on the use of images as there is evidence that information posted on an Internet site or published in a magazine or newspaper can be used to target children, to locate them, and then to groom them. Also images can be used and adapted for inappropriate use.

Attachment 3: REPORTING FORMS

RECORD OF COMPLAINT

Name of person receiving complaint	Date: / /	
Complainant's Name	Over 18	Under 18
Complainant's contact details	Phone: Email:	
Complainant's role/status in Club	Administrator (volunteer)	Parent
	Athlete/player	Spectator
	Coach/Assistant Coach	Support Personnel
	Employee (paid)	Other
	Official
Name of person complained about	Over 18	Under 18
Person complained about role/status in Club	Administrator (volunteer)	Parent
	Athlete/player	Spectator
	Coach/Assistant Coach	Support Personnel

	Employee (paid)	Other	
	Official	
Location/event of alleged issue			
Description of alleged issue			
Nature of complaint (category/basis/ grounds) Can tick more than one box	Harassment or Discrimination		
	Sexual/sexist	Selection dispute	Coaching methods
	Sexuality	Personality clash	Verbal abuse
	Race	Bullying	Physical abuse
	Religion	Disability	Victimisation
	Pregnancy	Child Abuse	Unfair decision
	Other		
What they want to happen to fix issue			
Information provided to them			
Resolution and/or action taken			
Follow-up action			