

Knox Hockey Club



MEMBER PROTECTION POLICY

VERSION 1.0

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MEMBER PROTECTION POLICY

1. Introduction

Knox Hockey Club is an all inclusive club that provides field hockey activities to its members

It is committed to providing pathways to growth and encouragement in its junior programs and therefore ensuring the longevity of Knox Hockey Club.

The Knox Hockey Club provides a warm and welcoming social environment to both members and guests from all areas of the community.

The committee and members of the club are determined and professional in seeking that the Knox Hockey Club has a long and sustainable future as well as on field success.

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, players, parents 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, on club premises, at social events organised or sanctioned by the club (or our sport). 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 Hockey Victori/ police and/or relevant government authority

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

The Knox Hockey 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.

Knox Hockey Club acknowledges that our members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. Knox Hockey 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 Knox Hockey 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 a volunteer or another person.

7.1.2: Develop Codes of Conduct for Adults and Children

The Knox Hockey 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. (See attachment 2)

7.1.3: Choose Suitable Employees and Volunteers

The Knox Hockey 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 Knox Hockey Club will ensure that working with children checks are conducted for 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 Knox Hockey Club will ensure that the criminal history information is dealt with in accordance with Victorian requirements. (See attachment 1.2)

7.1.4: Support, Train, Supervise and Enhance Performance

The Knox Hockey Club 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

The Knox Hockey 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 Knox Hockey Club will ensure that volunteers and members are able to identify and respond to children at risk of harm.

The Knox Hockey Club will make all volunteers and members 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 attachment 3.5)

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 3 of this policy. This will explain what to do about the behaviour and how the Knox Hockey Club will deal with the problem.

7.2 Supervision

Members under the age of 16 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 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. 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 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 Attachment 3- 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 adaptations 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.

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 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 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;
- 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 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 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 1.1: MEMBER PROTECTION DECLARATION

Our club has a duty of care to all those associated with our club. As a requirement of our Member Protection Policy, we must enquire into the background of those who undertake any work, coaching or regular unsupervised contact with 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 President 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 of a person under the age of 18 years)

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

Name:.....

Signature:.....

Date:

Attachment 1.2 WORKING WITH CHILDREN CHECK REQUIREMENTS

The following information was updated in April 2011. It is subject to change at any time.

The Working with Children (WWC) Check creates a mandatory minimum checking standard across Victoria. The *Working with Children Act 2005* requires that some people who work or volunteer in child-related work require a WWC Check. The check involves a national police records check and a review of relevant findings from prescribed professional disciplinary bodies (currently only the Victorian Institute of Teaching). There is an exemption for volunteers whose own children are involved in the particular activity; however they should still be required to complete the screening process.

A person who has no criminal or professional disciplinary history will be granted an *assessment notice*. This notice will entitle the person to undertake child-related work in Victoria and is valid for five years (unless revoked). A person deemed unsuitable to work or volunteer with children will be given a *negative notice* and cannot work in child-related work in Victoria.

For more information:

- www.justice.vic.gov.au/workingwithchildren or 1300 652 879

Attachment 2: CODES OF BEHAVIOUR

Code of Conduct

Players

1. Play by the rules.
2. Never argue with an official, if you disagree, have your captain; coach or team manager approach the official during a break or at the end of the competition.
3. Control your temper. Verbal abuse of officials, sledging other players or deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
4. Work equally hard for yourself and for your team. Your team's performance will benefit and so will yours.
5. Be a good sport.
6. Treat ALL players as you would like to be treated. DO NOT interfere with, bully or take unfair advantage of another competitor.
7. Cooperate with your coach, team mates and opponents. Without them there would be no competition.
8. Show respect to and acknowledge opponents and officials (e.g. shake hands before and after the game, thanks umpire etc).
9. Participate for your own enjoyment and benefit, not just to please your parents and coaches.
10. Respect the rights, dignity and worth of all involved in hockey regardless of their age, gender, sexual orientation, ability, race, culture or religion.

Coaches

1. Be reasonable in your demands on young players' time, energy and enthusiasm.
2. Teach your players that the rules of sport are mutual agreements, which no one should evade or break.
3. Remember that children participate for fun and enjoyment and that winning is only part of their motivation. Never ridicule or yell at the children for making mistakes or losing a competition.
4. Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of the players.
5. Avoid over-playing the talented players. The "Just-average" players need and deserve equal time.
6. Whenever possible, group players to give a reasonable chance of success.

7. The scheduling and length of a practice times and competition should take into consideration the maturity level of the players.
8. Develop team respect for the ability of opponents as well as for the judgment of officials and opposing coaches.
9. Follow the advice of a physician when determining when an injured player is ready to re-commence training or competition.
10. Make a personal commitment to keep yourself informed of sound coaching principles and the principles of growth and development of children.
11. Never use abusive language when addressing players, opposition coaches, umpires or spectators.
12. Operate within the rules and spirit of your sport, promoting fair play over winning at any cost.
13. Encourage and support opportunities for people to learn appropriate behaviours and skills.
14. Support opportunities for participation in all aspects of the sport.
15. Treat each person as an individual.
16. Display control and courtesy to all involved with the sport.
17. Respect the decisions of officials, coaches and administrators in the conduct of the sport.
18. Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance will exist) with people under the age of 18 years.
19. Adopt appropriate and responsible behaviour in all interactions.
20. Adopt responsible behaviour in relation to alcohol and other drugs.
21. Act with integrity and objectivity, and accept responsibility for your decisions and actions.
22. Ensure your decisions and actions contribute to a safe environment.
23. Ensure your decisions and actions contribute to a harassment free environment.
24. Do not tolerate harmful or abusive behaviours.
25. Place the safety and welfare of the athletes above all else.
26. Help each person (athlete, official etc) reach their potential - respect the talent, developmental stage and goals of each person and compliment and encourage with positive and supportive feedback.
27. Any physical contact with a person should be appropriate to the situation and necessary for the person's skill development.
28. Be honest and do not allow your qualifications to be misrepresented
29. Respect the rights, dignity and worth of all involved in hockey regardless of their age, gender, sexual orientation, ability, race, culture or religion.

Parents

1. Understand all the players are participating in hockey for THEIR enjoyment, not yours.
2. Encourage children to participate, do not force them.
3. Encourage children to play according to the rules and to settle disagreements without resorting to hostility or violence.
4. Help your child work towards skills improvement, good sportsmanship and honest effort. Never ridicule or yell at your child (or others) for making mistakes.
5. Respect officials' decisions and teach children to do likewise.. Never use abusive language.
6. Allow the coach to have the full attention of the players and resist yelling contrary instructions from the sidelines.
7. Always be a good sport. Respect the ability of the opposing team. Never ridicule or yell at the children for making mistakes or losing a competition.
8. Support the club's responsibilities and obligations. Assist the coach and club wherever possible.
9. Focus on your child's efforts and performance rather than whether they win or lose.
10. Remember that children learn best by example. Appreciate good performance and skilful plays by all participants.
11. Support all efforts to remove verbal and physical abuse from sporting activities.
12. Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.
13. Respect the rights, dignity and worth of all involved in hockey regardless of their age, gender, sexual orientation, ability, race, culture or religion.

Spectators

1. Remember that people participate in sport for their enjoyment and benefit, not yours.
2. Applaud good performances and efforts from all individuals and teams. Congratulate all participants on their performance, regardless of the game's outcome.
3. Respect the decisions of officials and teach young people to do the same.
4. Never ridicule or scold a player for making a mistake. Positive comments are motivational.
5. Condemn the use of violence in any form, whether it is by spectators, coaches, officials or players.
6. Show respect for your team's opponents. Without them, there would be no game.

7. Encourage players to follow the rules and the officials' decisions.
8. Do not use foul language, sledge or harass players, coaches, officials or other spectators.
9. Respect the rights, dignity and worth of all involved in hockey regardless of their age, gender, sexual orientation, ability, race, culture or religion.

Administrators

1. Act honestly, in good faith and in the best interests of the sport as a whole.
2. Ensure that any information acquired or advantage gained from the position is not used improperly.
3. Conduct your responsibilities with due care, competence and diligence.
4. Do not allow prejudice, conflict of interest or bias to affect your objectivity.
5. Involve young people in planning, leadership, evaluation and decision-making related to the activity.
6. Give all young people equal opportunities to participate.
7. Create pathways for young people to participate in sport, not just as a player but as a coach, referee, administrator, etc.
8. Ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of young players.
9. Provide quality supervision and instruction for junior players.
10. Remember that young people participate for their enjoyment and benefit. Do not overemphasise awards.
11. Help coaches and officials highlight appropriate behavior and skill development, and help improve the standards of coaching and officiating.
12. Ensure that everyone involved in junior sport emphasizes fair play, rather than winning at all costs.
13. Give a code of behavior sheet to spectators, officials, parents, coaches, players and the media, and encourage them to follow it.
14. Remember, you set an example. Your behavior and comments should be positive and supportive.
15. Support implementation of the National Junior Sport Policy.
16. Make it clear that abusing young people in any way is unacceptable and will result in disciplinary action.
17. Respect the rights, dignity and worth of all involved in hockey regardless of their age, gender, sexual orientation, ability, race, culture or religion.

Officials

1. Operate within the rules and spirit of your sport, promoting fair play over winning at any cost.
2. Encourage and support opportunities for people to learn appropriate behaviours and skills.
3. Support opportunities for participation in all aspects of the sport.

4. Treat each person as an individual.
5. Display control and courtesy to all involved with the sport.
6. Respect the rights and worth of every person regardless of their gender, ability, cultural background or religion.
7. Respect the decisions of officials, coaches and administrators in the conduct of the sport.
8. Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance will exist) with people under the age of 18 years.
9. Adopt appropriate and responsible behaviour in all interactions.
10. Adopt responsible behaviour in relation to alcohol and other drugs.
11. Act with integrity and objectivity, and accept responsibility for your decisions and actions.
12. Ensure your decisions and actions contribute to a safe environment.
13. Ensure your decisions and actions contribute to a harassment free environment.
14. Do not tolerate harmful or abusive behaviours.
15. Place the safety and welfare of the athletes above all else.
16. Be consistent and impartial when making decisions.
17. Address unsporting behaviour and promote respect for all people

Attachment 3: RESPONDING TO COMPLAINTS

3. 1 COMPLAINTS PROCEDURE

Knox Hockey Club aims to support people associated with our sport to make and resolve any complaints they may have in a fair, timely and effective way.

We will keep all complaints confidential. We will not provide information about the complaint to another person without the complainant's consent, except if the law requires us disclose this information or if it is necessary to properly resolve the complaint.

To ensure **fairness for everyone involved**, we will provide the full details of the complaint to the person or people against whom the complaint has been made and ask for their response. As a result, it may be difficult for us to resolve complaints made anonymously.

We will provide **informal and formal procedures** to resolve complaints. Individuals and organisations can also **complain to external organisations** under anti-discrimination, child protection and other relevant laws.

Informal approaches

Step 1: Talk with the other person (if safe, reasonable and appropriate)

If you feel confident to do so, you can approach the other person to discuss the issues and try and resolve the problem directly.

Step 2: Contact a Member Protection Information Officer

We encourage you to talk with one of our Member Protection Information Officers (MPIOs) if:

- the first step is not possible or reasonable
- you are not sure how to handle the problem by yourself
- you want to talk confidentially with someone and find out what options are available to resolve the problem, or
- the problem continues after you approached the other person.

The names and contact details for our MPIOs are available at www.knoxhockeyclub.com.au

The MPIO will:

- take confidential notes about your complaint
- try to find out the facts of your complaint
- ask how you would like the problem to be resolved and if you need support
- provide different options for you to resolve the problem
- act as a support person, if you wish
- refer you to an appropriate person (e.g. a mediator) to help you resolve the problem, if necessary
- inform the relevant government authorities and/or police, if required by law to do so
- maintain confidentiality.

Step 3: Decide how to resolve the problem

After talking with the MPIO, you may decide:

- there is no problem
- the problem is minor and you do not wish to take the matter forward
- to try and resolve the problem yourself, with or without a support person
- to resolve the problem with the help of someone impartial, such as a mediator
- to resolve the matter through a formal process.

Formal approaches

Step 4: Making a formal complaint

If it is not possible or appropriate to resolve your complaint through an informal process, you may:

- make a formal complaint in writing to the relevant Knox Hockey Club Committee Member
- or
- approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice.

After receiving a formal complaint, and based on the material you provide, the Knox Hockey Club Committee Member will decide whether:

- he or she is the most appropriate person to receive and handle the complaint
- the nature and seriousness of the complaint requires a formal resolution procedure
- to refer the complaint to **mediation**
- to appoint a person to **investigate** the complaint
- to refer the complaint to a **disciplinary hearing**
- to refer the matter to the **police or other appropriate authority**, and/or
- to implement any interim arrangements that will apply until the complaint process is completed.

In making this decision, the Knox Hockey Club Committee Member will take into account:

- whether he or she has had any personal involvement in the circumstances and if someone else should handle the complaint
- your wishes, and the wishes of the respondent, regarding how the complaint should be handled
- the relationship between you and the respondent (e.g. an actual or perceived power imbalance between you and the respondent)
- whether the facts of the complaint are in dispute
- the urgency of the complaint, including the possibility that you might face further unacceptable behaviour while the complaint process is underway.

If the Knox Hockey Committee Member is the appropriate person to handle the complaint, he or she will, if these steps are necessary:

- provide the information received from you to the other person(s) involved and ask for their side of the story
- decide if there is enough information to determine whether the matter alleged in your complaint did or didn't happen, and/or
- determine what, if any, further action to take, including disciplinary action in accordance with this policy.

Step 5: Investigating the complaint

In some cases, an investigation may be required to determine the facts surrounding the complaint. Our investigations procedure is outlined in Attachment 3.3.

Following the investigation, a written report will be provided to the Knox Hockey Committee Member who will determine what further action to take.

- If the complaint is referred to **mediation**, we will follow the steps outlined in Attachment 3.2 or as agreed by you, the respondent and the mediator.
- If the complaint is referred to a **disciplinary hearing**, the hearing will be conducted according to the steps outlined in Attachment 3.4.
- If the complaint is referred to the **police or another external agency**, we will endeavour to provide all reasonable assistance required by the police or the agency.

Any costs relating to the complaint process set out in this policy (e.g. investigation, mediation and/or a disciplinary hearing) are to be met by Knox Hockey Club, unless otherwise stated.

Step 6: Reconsidering a complaint or appealing a decision

If mediation is unable to resolve the matter, you may request that the Knox Hockey Committee Member reconsider the complaint in accordance with Step 3.

You or the respondent(s) may also appeal a decision made by at a disciplinary hearing. The grounds and process for appeals are set out in Attachment 3.4.

Step 7: Documenting the resolution

The Knox Hockey Committee Member will record the complaint, the steps taken to resolve it and the final outcome. This information will be stored in a confidential and secure place. If the complaint was dealt with at the state/district level, the information will be stored by the state association. If the matter is of a serious nature, or if it was dealt with at the national level, the original document will be stored by the Knox Hockey Club and a copy stored by the state association.

Approaching external organisations

If you feel that you have been harassed or discriminated against, you can seek advice from your state or territory anti-discrimination or equal opportunity commission. There is no obligation to make a formal complaint. However, if the commission advises you that the issues appear to be within its jurisdiction, you may choose to lodge a formal complaint with the commission.

Once a complaint is received by the commission, it will investigate the matter. If it appears that unlawful harassment or discrimination has occurred, the commission will attempt to conciliate the complaint on a confidential basis. If this fails, or if it is not appropriate, the complaint may go to a formal hearing. The disciplinary subcommittee will make a finding and decide what action, if any, will be taken. This could include an apology or financial compensation for distress, lost earnings or medical and counselling expenses incurred.

If you do lodge a complaint with the commission, an appropriate person from our organisation (e.g. an MPIO) will be available to support you during the process. It is also common to have a legal representation, particularly if the complaint goes to a formal hearing.

Contact details for the state and territory anti-discrimination and equal opportunity commissions are available on the Play by the Rules website:

<http://www.playbytherules.net.au/resources/quick-reference-guide>.

Serious incidents, such as assault or sexual assault, should be reported to the police.

3.2 MEDIATION

Mediation is a process that allows the people involved in a complaint to talk through the issues with an impartial person – the mediator – and work out a mutually agreeable solution.

The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to talk through the issues and makes sure that the process is as fair as possible for all concerned.

Our approach to mediation follows the steps set out below.

1. The Knox Hockey Club Committee will appoint a mediator to help resolve the complaint. This will be in consultation with the complainant and the respondent(s).
2. The mediator will talk with the complainant and respondent(s) about how the mediation will take place and who will participate. At a minimum, the mediator will prepare an agenda of issues to be discussed.
3. All issues raised during mediation will be treated confidentially. We also respect the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. If the complaint is resolved by mediation, the mediator will prepare a document that sets out the agreement that has been reached. This agreement will be signed by the complainant and the respondent(s). We expect the parties involved to respect the terms of the agreement.
5. If the complaint is not resolved by mediation, the complainant may:
 - write to the Knox Hockey Club Committee to request that the committee reconsider the complaint in accordance with **Step 3**
 - approach an external agency, such as an anti-discrimination or equal opportunity commission, to resolve the matter.

We recognise that there are some **situations where mediation will not be appropriate**, including:

- when the people involved have completely different versions of the incident
- when one or both parties are unwilling to attempt mediation
- when the issues raised are sensitive in nature
- when there is a real or perceived power imbalance between the people involved
- matters that involve serious, proven allegations.

3.3 INVESTIGATION PROCESS

There will be times when a complaint will need to be investigated and evidence gathered.

An investigation helps determine the facts relating to the incident, as well as possible findings and recommendations.

Any investigation that Knox Hockey Club will conduct will be fair to all people involved.

If Knox Hockey Club decide that a complaint should be investigated, we will follow the steps outlined below.

1. We will provide a written brief to the investigator that sets out the terms of engagement and his or her roles and responsibilities. The investigator will:
 - interview the complainant and record the interview in writing
 - provide full details of the complaint to the respondent(s) so that they can respond
 - interview the respondent(s) to allow them to answer the complaint and record the interview in writing
 - obtain statements from witnesses and collect other relevant evidence, if there is a dispute over the facts
 - make a finding as to whether the complaint is:
 - **substantiated** (there is sufficient evidence to support the complaint)
 - **inconclusive** (there is insufficient evidence either way)
 - **unsubstantiated** (there is sufficient evidence to show that the complaint is unfounded)
 - **mischievous, vexatious or knowingly untrue.**
 - provide a report to the Knox Hockey Club Committee documenting the complaint, the investigation process, the evidence, the finding(s) and, if requested, any recommendations.
2. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points that are substantiated, inconclusive, unsubstantiated and/or mischievous.
3. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person or adviser.
4. The complainant and the respondent(s) may have the right to appeal any decision based on the investigation. Information on our appeals process is in attachment 3.4.

3.4 DISCIPLINARY PROCEDURES

Knox Hockey Club wishes to maintain high standards of behavior and maintain a good name. We strive to operate on the basis of good practice and ensure that we have adequate disciplinary and appeals procedures in place. As such the following procedures will be applied to deal with behavioral matters and disciplinary complaints.

The Club reserves the right to investigate any breaches of KHC Code of Conduct (as outlined in section 6). This includes but is not limited to; incidence of suspected bullying, unfair treatment of players and provocation/abuse of hockey officials (including umpires or opposition officials). NB. A player receiving a red card for behavior in breach of KHC Code of Conduct will also be investigated.

Procedure

1. The Club shall appoint a Disciplinary Committee with clearly defined procedures to resolve problems relating to the conduct of its members (including any allegation of bullying). The Disciplinary Committee shall consist of a representative from the Club Committee (acting as chair of the Committee) & two ordinary registered members of the Club. A regular change in the membership of the Disciplinary Committee shall be encouraged.
2. The Disciplinary Committee shall initiate an investigation following: (a) a written complaint; or (b) a player receiving a red card; into any incident of suspected misconduct that does not relate to child abuse. It shall, as soon as possible, inform the Club Committee of the progress of the disciplinary process.
3. Written confidential records of all complaints shall be safely and confidentially kept and procedures shall be defined for the possession of such records in the event of election of new officers.
4. The Disciplinary Committee shall furnish the Club member concerned with details of the complaint being made against him/her & afford him/her the opportunity of providing a response either verbally or in writing.
5. Where it is established that an incident of misconduct has taken place, the Disciplinary Committee shall notify the Club member concerned of any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction.
6. If the Club member against whom the complaint was made is unhappy with the decision of the Disciplinary Committee s/he should have the right to appeal the decision to an Appeals Committee (independent of the Disciplinary Committee). Any appeal should be made in writing within 4 days after issue of the decision of the Disciplinary Committee. The Appeals Committee shall consist of a member of the Club Committee (who shall chair the Appeals Committee) and two ordinary registered members of the Club.
7. The Appeals Committee should have the power to confirm, set aside or change any finding of, or sanction imposed, by the Disciplinary Committee.
8. If the Club member concerned is under 18 years of age, all correspondence, at all times, shall be addressed to his/her parents/guardians. At no stage under any circumstances will such Club member be interviewed or spoken to pursuant to the investigation of a complaint except in the presence of his/her parent/guardian.

NB. Please note that the investigation of suspected child abuse is the responsibility of the statutory authorities and shall not be undertaken by Club volunteers or officials. The standard reporting procedure for suspected child abuse as outlined in the statutory authorities' guidelines shall be followed by the Club and adhered to by its members.

3.5 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 Knox Hockey Club 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 child or young person raises with you an allegation of child abuse or neglect that relates to them or to another child, 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 Knox Hockey Club Committee so they can manage the situation.

Step 3: Protect the child and manage the situation

- The Knox Hockey Club Committee will assess the immediate risks to the child 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 should be sought before any interim steps are made if the person is in paid employment with Knox Hockey Club.
- The Knox Hockey Club Committee will consider what services may be most appropriate to support the child and his or her parent/s.
- The Knox Hockey Club Committee will consider what support services may be appropriate for the alleged offender.
- The Knox Hockey Club Committee will put in place measures to protect the child and the alleged offender from possible victimisation and gossip.

Step 4: Take internal action

- Up to 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 Knox Hockey Club).
- Regardless of the findings of the police and/or child protection agency investigations, Knox Hockey Club will assess the allegations to decide whether the alleged offender should return to his or her position, be dismissed, be banned or face any other disciplinary action.
- The Knox Hockey Club Committee will consider all information relevant to the matter – including any findings made by the police, the child protection authority and/or court – and then set out a finding, recommend actions and the rationale for those actions.
- If disciplinary action is recommended, we will follow the procedures set out in attachment 3.4 of our Member Protection Policy.
- We will provide the relevant government agency with a report of any disciplinary action we take, where this is required.

Contact details for advice or to report an allegation of child abuse

Victoria Police
Non-urgent police assistance
Ph: (03) 9247 6666
www.police.vic.gov.au

Department of Human Services
www.dhs.vic.gov.au
Ph: 131 278

4.2 CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	Date Formal Complaint Received: / /
Complainant's contact details	Phone: Email:	
Complainant's role/position	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Name of person complained about (respondent)	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Respondent's role/position	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Location/event of alleged incident		
Description of alleged incident		
Nature of complaint (category/basis/grounds) Tick more than one box if necessary	<input type="checkbox"/> Harassment or <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"/> Personality clash <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"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other	
Methods (if any) of attempted informal resolution		

Formal resolution procedures followed (outline)	
If investigated:	Finding
If heard by disciplinary subcommittee:	Decision Action recommended
If mediated:	Date of mediation: Both/all parties present Agreement Any other action taken
If decision was appealed	Decision Action recommended
Resolution	<input type="checkbox"/> Less than 3 months to resolve <input type="checkbox"/> Between 3 – 8 months to resolve <input type="checkbox"/> More than 8 months to resolve
Completed by	Name: Position: Signature: Date / /
Signed by:	Complainant: Respondent:

This record and any notes must be kept in a confidential and safe place. If the complaint is of a serious nature, or if it is taken to and/or dealt with at the national level, the original record must be provided to Knox Hockey Club's Member Protection Information Officer and a copy kept with the organisation where the complaint was first made.

4.3 CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing this form, please ensure that the steps outlined in attachment 3.4 have been followed and advice has been sought from the police and/or the relevant child protection agency.

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"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Witnesses (if more than three witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action taken (if any)		
Police contacted	Who: When: Advice provided:	

Child protection agency contacted	Who: When: Advice provided:
CEO contacted	Who: When:
Police investigation (if any)	Finding:
Child protection agency investigation (if any)	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. If required, they should be provided to the police and/or the relevant child protection agency.