



Queensland
Athletics

MEMBER PROTECTION POLICY

25 July 2015

Version 2

Adopted from the Athletics Australia Member Protection Policy dated 18 February 2014.

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PREFACE

Queensland Athletic Association Limited ('Queensland Athletics' or 'QA') is committed to providing an environment that is safe for children and that is free from harassment and abuse for all athletes, officials, coaches, volunteers and employees.

Queensland Athletics has adopted the Athletics Australia Member Protection Policy to assist in that regard. It supports the development of an environment in Queensland which is conducive to the development, enjoyment and appreciation of athletics. Member protection is relevant from grassroots to international level and seeks to ensure that everyone involved in our sport is aware of his or her legal and ethical rights and responsibilities.

We are committed to the health, safety and general well-being of all of our members and will work to ensure that everyone associated with our organisation complies with this policy. We would encourage all who are involved in athletics to familiarise themselves and comply with this policy.

Adopted by the Board of Queensland Athletics.

VERSION	DATE
1	August 2007
2	25 July 2015

PART A – MEMBER PROTECTION POLICY

1. Queensland Athletics' Vision and Mission

Our vision is to improve athletics in Queensland by inspiring a positive culture, delivering measurable growth, facilitating increased performance and enabling greater unity.

Our mission is to provide leadership and facilitate growth and success in the sport of athletics in Queensland.

2. Purpose of this policy

This Member Protection Policy (hereafter referred to as "Policy") aims to maintain ethical and informed decision-making and responsible behaviours within our sport. It outlines our commitment to a person's right to be treated with respect and dignity and to be safe and protected from abuse. This Policy informs everyone involved in our sport of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required.

The Policy attachments provide the procedures that support our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, Queensland Athletics will take disciplinary or other appropriate action against any person or body bound by this policy breaching it.

This policy has been adopted by the Board of Queensland Athletics. The policy takes effect from the date of its adoption and its publication on the Queensland Athletics website and will operate until replaced. This Policy and/or its attachments may be amended from time to time by resolution of the Board. Copies of the Policy and its attachments can be obtained from our website at <http://www.qldathletics.org.au> or by contacting the MPIO.

3. Who this Policy Applies To

This policy applies to the following, whether they are in a paid or unpaid/voluntary capacity:

- Individuals appointed or elected to boards, commissions, committees and sub-committees;
- Employees and volunteers;
- Support personnel (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers, etc);
- Coaches and assistant coaches (whether or not they are accredited)
- Athletes, coaches, officials and any other personnel participating in any teams, events and activities, including camps and training sessions, conducted or sanctioned by Queensland Athletics
- Referees, judges and other officials;
- Members, including life members;
- Member associations and each of its members, including life members;
- Affiliated clubs and associated bodies of Queensland Athletics;
- Peak associations and other State bodies engaged in any form of athletics;
- Any other person or body that is a member of or affiliated to Queensland Athletics;
- Parents, guardians, spectators and sponsors to the full extent that is possible.

This Policy will continue to apply to a person even after they have ceased their membership, association or employment with Queensland Athletics, if disciplinary action against that person has commenced and may subsequently invoked should they later seek such membership, association or employment.

Queensland Athletics will use reasonable endeavours to ensure that its affiliates and individual members are bound by this and the Association's policies and are made aware of its existence and contents.

4. Code Of Conduct/Behaviour

Queensland Athletics requires every individual and body bound by this policy to:

- 4.1 Be ethical, fair and honest in all their dealings with other people and Queensland Athletics;
- 4.2 Treat all persons with respect and courtesy and have proper regard for their dignity, rights and obligations;
- 4.3 Always place the safety and welfare of children above other considerations;
- 4.4 Comply with Queensland Athletics', Athletics Australia's, the IAAF's, the National and International Olympic and Paralympic Committees' constitution, rules and policies including this Policy;
- 4.5 Operate within the rules and spirit of the sport;
- 4.6 Comply with all relevant Australian laws (federal and State), particularly anti-discrimination and child protection laws;
- 4.7 Be responsible and accountable for their conduct; and
- 4.8 Abide by the relevant specific Codes of Conduct referred to in Part B of this Policy.

5. Responsibilities of Queensland Athletics

Queensland Athletics and its affiliated clubs must:

- 5.1 Adopt, implement and comply with this Policy (and/or where applicable their own);
- 5.2 Make such amendments to their constitutional and related documents necessary for this Policy to be enforceable
- 5.3 Publish, distribute and otherwise promote this Policy and the consequences of breaches;
- 5.4 Promote and model appropriate standards of conduct/behaviour at all times;
- 5.4 Promptly deal with any breaches of, or complaints made under, this Policy in a sensitive, fair, timely and confidential manner;
- 5.5 Apply this Policy consistently;
- 5.6 Recognise and enforce any penalty imposed under this Policy;
- 5.7 Ensure that a copy of this Policy is available or accessible to the persons and bodies to whom this Policy applies
- 5.8 Appoint or have access to appropriately trained people to receive and handle complaints and allegations such as Member Protection Information Officers (MPIOs) and/or the CEO; and
- 5.9 Monitor and review this Policy at least annually.

6. Individual Responsibilities

Individuals bound by this Policy are responsible for:

- 6.1 Making themselves aware of the Policy and complying with its standards of behaviour;
- 6.2 Consenting to a National police check and/or State/Territory Working with Children Check (or other screening requirements) if the individual holds or applies for any position (voluntary or paid) within the sport.
- 6.3 Complying with all other requirements of this Policy;

- 6.4 Co-operating in providing a discrimination, child abuse and harassment free sporting environment;
- 6.5 Being accountable for their behaviour and understanding the possible consequences of breaching this Policy.
- 6.6 Following the procedures 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; and
- 6.7 Complying with any decisions and/or disciplinary measures imposed under this Policy.

7. Policy Position Statements

7.1 Child Protection Policy

Every person and body bound by this Policy must always when applicable place the safety and welfare of children above all other considerations.

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

- Being committed to the safety and wellbeing of all children accessing its services, events and activities;
- Supporting the rights of children and endeavouring to ensure child-safe environments are provided;
- Supporting the rights of staff, members and volunteers and encouraging them to actively participate in building and maintaining secure environments for all participants;
- Prohibiting any form of abuse against children;
- Ensuring people have completed a satisfactory Working with Children Check where the relevant State law requires this [State requirements are summarised in Part B of this policy];
- Recognising the value of involving children in developing and maintaining child-safe environments;
- Carefully selecting and screening people whose role requires them to work with children. (Screening procedures are outlined in Part B of this policy);
- Developing and implementing codes of conduct that specify standards of behaviour and care when dealing and interacting with children, and appropriate behaviours between children and ensuring such codes of conduct, particularly for roles associated with under age sport, are promoted, enforced and reviewed;
- Carefully selecting and screening people over the age of 16 years who work, coach or have regular unsupervised contact with children;
- Promoting and enforcing our codes of conduct, particularly for roles associated with children;
- Responding to all reports and complaints of abuse promptly, seriously and confidentially;
- Making information about child protection available, particularly for roles associated with children; Developing and implementing risk management strategies and practices which include a review of existing child protection policies from time to time, so as to determine what additional strategies may be required to minimise and prevent risk of harm to children;
- Providing to those involved in the sport, education and/or information on child abuse and child protection.

Queensland Athletics requires that any child who is abused or anyone who reasonably suspects that a child has been or is being abused by someone within the sport, to report it immediately to the police or relevant government agency and MPIO and/or CEO. Descriptions of the sorts of activities which may constitute 'abuse' are in the Dictionary at clause 11. To this end, Queensland Athletics will endeavour to ensure that staff, members and

volunteers are:

- able to identify and respond to children at risk of harm;
- aware of their responsibilities under the applicable State legislation if they have suspicion on reasonable grounds that a child has been or is being abused or neglected (See Part E).

All allegations of child abuse will be dealt with promptly, seriously, sensitively and confidentially. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected. Our procedures for handling allegations of child abuse are outlined in attachment D4 of this policy.

If anyone bound by this policy reasonably suspects that a child is being abused by his or her parent/s, they are advised to contact the relevant government department for youth, family and community services in their State/territory.

7.2 Taking Images of Children

Queensland Athletics acknowledges that images of children can be used inappropriately or illegally. Queensland Athletics requires that individuals and associations, 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. It also requires the privacy of others to be respected and disallows the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If Queensland Athletics uses an image of a child it will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. Queensland Athletics will only use appropriate images of a child and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc. Where such images are used for commercial or other purposes or by a third party, Queensland Athletics will itself, and requires others, to obtain permission for the use of such images.

Queensland Athletics requires all others bound by this Policy to act in accordance with this clause.

Queensland requires all photographers seeking permission or accreditation to act as a photographer at any of its events or activities which involve the participation of children to have undertaken the relevant Working with Children check (or alternatively where such check is not available in their normal place of residence, a National Police check) and upon request to provide evidence of same. In the event that Queensland or any person or body authorised by it, is not satisfied of the applicant's suitability at any time, permission or accreditation may be denied or withdrawn.

7.3 Anti-Discrimination and Harassment Policy

Queensland Athletics opposes all forms of harassment, discrimination and bullying. Subject always to any rule or regulation made by the IAAF for the appropriate governance of the sport and conduct of competition, 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, based on personal characteristics such as those listed in the Dictionary at clause 11, are against the law.

If any person feels they are being harassed or discriminated against by another person or body bound by this Policy, they should refer to the complaints procedure outlined in Attachment D of this Policy. This will explain what to do about the behaviour and how Queensland Athletics will deal with the problem.

7.4 Sexual Relationships Policy

Queensland Athletics takes the position that intimate relationships (other than those within a married, de facto or other legally recognised relationship), whether or not of a sexual nature, between coaches and athletes, while not necessarily constituting harassment, can have harmful effects on the athlete, on other athletes and on the sport's public image. Such relationships may be perceived to be exploitative because there is usually a disparity between coaches and athletes in terms of authority, maturity, status, influence and dependence. Given there is always a risk that the relative power of the coach has been a factor in the development of such relationships, they should be avoided by coaches at all levels. In the event that an athlete attempts to initiate an intimate relationship, the coach must take personal responsibility for discouraging such approaches, explaining the ethical basis for such actions.

The coach or athlete may wish to approach the MPIO or other designated person if they feel harassed. The complaints procedure is outlined in Attachment D1 of this policy.

Should such an intimate relationship develop or exist between an athlete and coach, Queensland Athletics will consider whether any action is necessary. Factors that may be relevant to consider are the age and maturity of the athlete relative to the coach, the financial or emotional dependence of the athlete on the coach, and the likelihood of the relationship having any adverse impact on the athlete and/or other athletes. If it is determined that the relationship is inappropriate, action may be taken to stop the coaching relationship with the athlete.

The law is always the minimum standard for behaviour within Queensland Athletics and therefore sex with a child is a criminal offence.

7.5 Pregnancy Policy

Queensland Athletics is committed to providing an inclusive sporting environment for pregnant women involved in its activities. Queensland Athletics expects everyone bound by this policy to treat pregnant women with dignity and respect and to remove any unreasonable barriers to participation in the sport that disadvantage them. It will not tolerate any discrimination or harassment against pregnant women.

While many sporting activities are safe for pregnant women, there may be particular risks that apply to some women during pregnancy. Those risks will depend on the nature of the particular sporting activity and the particular pregnant woman's circumstances.

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, are of utmost importance in their decision making about the extent and manner in which they participate in our sport.

Queensland Athletics recommends that pregnant women wishing to participate in athletic competition should consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation.

Queensland Athletics will only require pregnant women to sign a disclaimer if we require other participants to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

The provisions of the IAAF Rules and Regulations, including in particular the authority of the Medical Delegate or equivalent shall prevail over this Policy, should any conflict arise.

7.6 Gender Identity Policy

Queensland Athletics expects everyone who is bound by this Policy to treat people who identify as transgender fairly and with dignity and respect. This includes acting with sensitivity and respect where a person is undergoing gender transition. It will not tolerate any unlawful

discrimination or harassment against a person who identifies as transgender or transsexual or who is thought to be transgender.

Queensland Athletics recognises that the exclusion of transgender people from participation in sporting events and activities has significant implications for their health, well-being and involvement in community life. In general Queensland Athletics will facilitate transgender persons participating in our sport of the sex with which they identify, always subject to any overriding effect of its own and/or the IAAF's Rules and Regulations.

Queensland Athletics also recognises there is debate over whether a male to female transgender person obtains any physical advantage over other female participants. This debate is reflected in the divergent discrimination laws across the country. If issues of performance advantage arise, Queensland Athletics will apply the relevant Queensland Athletics and/or IAAF Rules and Regulations and if appropriate seek advice on the application of those laws in the particular circumstances.

Queensland Athletics is aware that the IAAF and the International Olympic Committee (IOC) have established criteria for selection and participation in international competition and the Olympic Games. Where a transgender person intends competing at an elite level, we will encourage them to obtain advice about the IAAF and IOC's criteria which may differ from the position taken by Queensland Athletics.

Queensland Athletics notes that drug testing procedures and prohibitions also apply to people who identify as transgender. A person receiving treatment involving a Prohibited Substance or Method, as described on the World Anti-Doping Agency's Prohibited List, should apply for a standard Therapeutic Use Exemption.

Queensland Athletics recognises change of gender and, in circumstances of a change in gender, requires the individual to undertake a gender verification test as reasonably required by the IAAF and/or Queensland Athletics on the advice of a medical expert.

7.7 Alcohol Policy

Queensland Athletics recommends that bodies bound by this Policy adhere to sound and reasonable guidelines regarding the responsible consumption of alcohol. Responsible service and consumption of alcohol should apply to any alcohol to be consumed, including light alcohol and soft drinks always being available; wherever possible, food being available to be consumed when alcohol is available; service being denied to children; responsible transport policies, and appropriate persons being in attendance to ensure appropriate practices are followed. Guidance can be obtained from the "Alcohol Management Policy" available at <http://www.playbytherules.net.au/resources/club-toolkit>

7.8 Smoking Policy

Queensland Athletics will implement at events and activities it directly conducts and recommends in other circumstances that, the following policies should be applied to sporting and social events:

- No smoking shall occur at or near any sporting event or competition. This policy shall apply to coaches, players, trainers, officials, volunteers and spectators;
- Social functions shall be smoke free, with smoking permitted only in designated outdoor smoking areas;

7.9 Cyber Bullying/Safety Policy

Bullying and harassment in all forms is regarded by Queensland Athletics as unacceptable in this sport. Given the emergence of new telephone and internet social networks, the opportunity for unwanted and improper comments and statements has dramatically increased. Messages or statements made in these ways using these means of communication are largely instantaneous, and can easily be abused. Others may also manipulate a person by encouraging a statement to be made on twitter or facebook for example, when the writer

may be upset or vulnerable.

Bullying has the potential to cause great anxiety and distress to the person who has been the target of any comments or statements. In some cases, bullying is regarded as a criminal offence punishable by imprisonment, amongst other things. Frustration at an official, team-mate, coach, or sporting body should never be communicated on social network channels, but rather by way of reasoned and logical verbal and written statements and where appropriate, complaints, to the relevant controlling club, league or peak sporting body.

7.10 Social Networking Websites Policy

Queensland Athletics acknowledges the emergence of new technology and communication mediums (new media), and wishes to enable such new media to be used to benefit the sport and its participants, and to applaud achievements. This can occur due to the immediate nature of communication to a wide audience using channels such as facebook, twitter, and SMS. However, participants within the sport need to be very mindful of a few key matters that could lead to inappropriate use of new media, at times unintended, and at other times without a proper understanding that once comments are made or published, they are in public for a long time, and hard to take back (retract).

The following cautions are recommended:

- The non-inclusion of personal information or that of others in social media channels;
- The avoidance of offensive, provocative or hateful language;
- Obtaining permission before posting another person's picture on a social networking forum;
- Never comment on rumours, do not deny or affirm them or speculate about rumours; and
- Always use social network forums to add value and promote the sport in a positive way.

7.11 Other relevant policies

Other relevant policies of Queensland Athletics and Athletics Australia can be found at <http://www.qldathletics.org.au> or <http://www.athletics.org.au>. Some of the policies, which contribute to the welfare of all those involved in our activities include:

- Child and Youth Risk Management Strategy:
<http://qldathletics.org.au/About-Us/Constitution-Policies>
- Privacy Policy:
<http://www.athletics.com.au/privacy>
- Risk Management Policy:
http://www.athletics.com.au/inside/428/risk_management
- Anti-doping Policy:
http://www.athletics.com.au/inside/428/anti_doping_policy

8. Complaints Procedures

8.1 Complaints

Queensland Athletics aims to provide a simple procedure for complaints based on the principles of procedural fairness (natural justice). Any person (a complainant) may report a complaint about a person/s or body (a respondent) bound by this Policy. A complaint should be reported to MPIO, another responsible person and/or CEO of Queensland Athletics.

In all cases, the lowest level at which a matter can be dealt with shall always be preferred (e.g. if the club can deal with the complaint, then it should; if not, then if the Member Association can deal with the complaint, then it should). Therefore, if a complaint relates to behaviour or an incident that occurred at:

- behaviour or an incident that occurred at the state level or involves people operating

- at the state level, then the complaint should be reported to and handled by the relevant state association in the first instance; or
- behaviour or an incident that occurred at the club level or involves people operating at the club level, then the complaint should be reported to and handled by the relevant club in the first instance.

A complaint may be dealt with formally or informally. The complainant usually decides unless MPIO and/or CEO of Queensland Athletics or other authorised person, considers that the complaint falls outside this Policy and would be better dealt with another way and/or the law requires the complaint/allegation be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Complaint procedures are outlined in attachment D1 of this policy.

Individuals and organisations may also pursue their complaint externally under anti-discrimination, child protection, criminal or other relevant legislation.

8.2 Improper and Vexatious Complaints and Victimisation

Queensland Athletics aims to ensure its complaints procedure has integrity and is free of unfair repercussions or victimisation. If at any point in the complaint process the MPIO and/or CEO considers that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious or intended to cause distress to the person complained of, the matter may be referred to the relevant entity for appropriate action which may include disciplinary action against the complainant.

Queensland Athletics will also take necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures may be imposed on anyone who harasses or victimises another person for making a complaint.

8.3 Mediation

Queensland Athletics aims to resolve complaints with the minimum of fuss wherever possible. In many cases, complaints can be resolved by agreement between the people involved with no need for disciplinary action. Mediation allows those involved to be heard and to come up with mutually agreed solutions.

The people involved in a formal complaint - the complainant and the respondent - may also seek the assistance of a neutral third person or a mediator. Lawyers are able to negotiate on behalf of the complainant and/or respondent.

Mediation may occur either before or after an investigation of a complaint. If a complainant wishes to resolve the complaint with the assistance of a mediator, the MPIO and/or CEO will, in consultation with the complainant, arrange for a neutral third party (mediator) to mediate the complaint. More information on the mediation process is outlined in attachment D2 of this policy.

8.4 Tribunals

A hearings tribunal may be formed to hear a formal complaint that has been referred by CEO or, for an alleged breach of the policy. Refer to Queensland Athletics' By-Laws for the tribunal hearings procedure/s.

A respondent may lodge one appeal only to the tribunal in its appellate jurisdiction in respect of a decision of an original hearing tribunal. The decision of the tribunal on appeal is final and binding on the people involved to the appeal.

Every body bound by this policy will recognise and enforce any decision made by a tribunal (acting in either an original or appellate basis) under this Policy.

9. What is a Breach of this Policy

It is a breach of this policy for any person or body to which this policy applies, to do anything contrary to this policy, including but not limited to:

- 9.1 Breaching any applicable Code of Behaviour or Conduct (see clause 4 and attachment B to this Policy);
- 9.2 Bringing the sport and/or Queensland Athletics into disrepute or acting in a manner likely to bring the sport and/or Queensland Athletics into disrepute;
- 9.3 Failing to follow Queensland Athletics' policies (including this policy) and procedures for the protection, safety and welfare of children;
- 9.4 Appointing or continuing to appoint a person to a role that involves working with children and young people contrary to this Policy;
- 9.5 Discriminating against or harassing or bullying (including cyber-bullying) any person;
- 9.6 Victimising another person for reporting a complaint;
- 9.7 Engaging in a sexually inappropriate relationship with a person that the person supervises, or has influence, authority or power over;
- 9.8 Disclosing to any unauthorised person or organisation any of Queensland Athletics' information that is of a private, confidential or privileged nature;
- 9.9 Making a complaint they knew to be untrue, vexatious, malicious or improper;
- 9.10 Failing to comply with a penalty imposed after a finding that the individual or body has breached this policy;
- 9.11 Failing to comply with a direction given to the individual or body during the disciplinary process;
- 9.12 Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- 9.13 Being charged with an offence which would if proven amount to a breach of this Policy;
- 9.14 Being the recipient of a *Negative Notice* or equivalent documentation under any *Working with Children* or equivalent legislation and
- 9.15 Being the subject of an Apprehended Violence Order, the nature of which amounts to a breach of this Policy.

10. Disciplinary Measures

If an individual or body to which this Policy applies breaches this Policy, one or more forms of discipline may be imposed. These may include making a verbal or written apology, paying a fine, being suspended or de-registered or having a person's appointment or employment terminated.

Any disciplinary measure imposed under this Policy must be read in conjunction with Queensland Athletics' Constitution and By-laws and must:

- observe and be applied consistently with any contractual and/or employment rules and requirements;
- conform to the principles of natural justice and be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach; and
- be within the powers of the hearings tribunal and/or the CEO to impose the disciplinary measure

10.1 Individual

Subject to contractual and employment requirements, if a finding is made by the CEO or a Tribunal that an individual has breached this Policy (including the Codes of Behaviour/Conduct) one or more of the following forms of discipline may be imposed by the hearings tribunal and/or the CEO:

- 10.1.1 A direction that the individual make a verbal and/or written apology;
- 10.1.2 A written warning;
- 10.1.3 A direction that the individual attend counselling to address their behaviour;
- 10.1.4 A withdrawal of any awards, scholarships, placings, records, achievements bestowed in any meets, activities or events held or sanctioned by Queensland Athletics;
- 10.1.5 A demotion or transfer of the individual to another location, role or activity;
- 10.1.6 A suspension of the individual's membership or participation or engagement in a role or activity;
- 10.1.7 Termination of the individual's membership, appointment or engagement;
- 10.1.8 A recommendation that Queensland Athletics terminate the individual's membership, appointment or engagement;
- 10.1.9 In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- 10.1.10 A fine;
- 10.1.11 Any other form of discipline that is considered appropriate.

10.2 Organisations

If a finding is made by the CEO or a Tribunal that Queensland Athletics, a Member Association or any body or affiliate of either has breached its own or this Policy (including the Codes of Behaviour/Conduct) one or more of the following forms of discipline may be imposed by the hearings tribunal or the CEO:

- 10.2.1 A written warning;
- 10.2.2 A fine;
- 10.2.3 A direction that any rights, privileges and benefits provided to it by Queensland Athletics or other peak association cease from a specified date or be suspended for a specified period;
- 10.2.4 A direction that Queensland Athletics or other peak association cease to sanction events held by or under the auspices of that organisation;
- 10.2.5 A recommendation to that organisation that its membership of Queensland Athletics or other peak association be suspended or terminated in accordance with the relevant constitution or rules; and/or
- 10.2.6 Any other form of discipline that Queensland Athletics or peak organisation considers to be reasonable and appropriate.

10.3 Factors to consider

The form of discipline to be imposed on an individual or organisation will depend on factors such as:

- nature and seriousness of the breach;
- in a case where action is taken concurrently with or in lieu of a resolution of a formal complaint, the wishes of the complainant
- if the respondent(s) knew or should have known that the behaviour was a breach;
- level of contrition of the respondent(s);
- the effect of the proposed disciplinary measures on the respondent(s) including any personal, professional or financial consequences;
- if there have been relevant prior warnings or disciplinary action;
- ability to enforce discipline if the person is a parent or spectator (even if they are bound by the policy); and/or
- any other mitigating circumstances (such that the respondent(s) should not be disciplined at or not so seriously.

11. Dictionary

This Dictionary sets out the meaning of words used in this policy and its attachments without limiting the ordinary and natural meaning of the words. State/Territory specific definitions and more detail on some of the words in this dictionary can be sourced from the relevant State/Territory child protection commissions or equal opportunity and anti-discrimination commissions.

Abuse is a form of harassment and includes physical abuse, emotional abuse, sexual abuse, neglect, and abuse of power. Examples of abusive behaviour include bullying, humiliation, verbal abuse and insults.

Affiliated club means clubs in association with Queensland Athletics.

Child Children means a person or persons who is/are under the age of 18 years

Child abuse involves conduct which puts children at risk of harm (usually by adults, sometimes by other children) and often by those they know and trust. It can take many forms including both verbal and physical actions and by people failing to provide them with basic care. Child abuse may include:

- Physical abuse by hurting a child or a child's development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; giving bad nutritional advice; or training that exceeds the child's development or maturity).
- Sexual abuse by adults or other children where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography including child pornography or inappropriate touching or conversations).
- Emotional abuse by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a child).
- Neglect (e.g. failing to give food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury).

CEO means the Chief Executive Officer of Queensland and with the guidance of the Board is authorised to represent Queensland Athletics.

Company means Queensland Athletics.

Complaint means a complaint made under clause D1 of this Policy.

Complainant means the person making a complaint.

Complaint Handler/Manager means a person appointed under this Policy to investigate a Complaint

Discrimination means treating or proposing to treat a person less favourably because of a particular characteristic in the same or similar circumstances in certain areas of public life (Direct Discrimination), or imposing or intending to impose an unreasonable requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect on individuals or groups with particular characteristics (Indirect Discrimination) Relevant attributes or characteristics covered by discrimination law in various Australian jurisdictions include:

- Age (except insofar that events or activities are restricted to persons of a specified age);
- Disability (except insofar that events or activities are restricted to persons of a specified disability classification);
- Marital status;
- Parental/family/carer responsibility and status
- Gender identity/transgender status (subject always to the overriding nature of the IAAF Rules and Regulations);
- Physical features;
- Political belief/activity;
- Pregnancy and breast feeding;

- Race;
- Religious belief/activity;
- Sex or gender (subject always to the overriding nature of the IAAF Rules and Regulations);
- Sexual orientation;
- Trade union membership/activity;
- Social origin
- Irrelevant medical record;
- Irrelevant criminal record

Examples of Discrimination

- **Age:** A club refuses to allow an older person to coach a team simply because of age.
- **Breastfeeding:** A member of the club who is breastfeeding a baby in the club rooms is asked to leave.
- **Disability:** A player is overlooked because of mild epilepsy.
- **Family responsibilities:** A club decides not to promote an employee because he has a child with a disability even though the employee is the best person for the job.
- **Gender Identity:** A transgender contract worker is harassed when employees refuse to call her by her female name.
- **Homosexuality:** An athlete is ostracised from her team after it becomes known that she is a lesbian.
- **Marital Status:** A player is deliberately excluded from team activities and social functions because she is single
- **Pregnancy:** A woman is dropped from a squad when she becomes pregnant.
- **Race:** An Italian referee is not permitted to referee games with a high proportion of Italian players on one team because of his race.
- **Sex:** Specialist coaching is only offered to male players in a mixed team.

Harassment is any type of behaviour that the other person does not want and that is offensive, abusive, belittling or threatening. The behaviour is unwelcome and of a type that a reasonable person would recognise as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated.

Unlawful harassment includes the above but is either sexual or targets a person because of their race, sex, pregnancy, marital status, sexual orientation or other personal characteristic protected by law (see characteristic list under discrimination).

It does not matter whether the harassment was intended: the focus is on the impact of the behaviour. The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident but is usually repeated. It may be explicit or implicit, verbal or non-verbal, and includes electronic cyber communication.

Discrimination and harassment are not permitted in employment (including volunteer and unpaid employment); when providing sporting goods and services including access to sporting facilities; when providing education and accommodation; the selection or otherwise of any person for competition or a team (domestic or international); the entry or otherwise of any player or other person to any competition and the obtaining or retaining membership of clubs and organisations (including the rights and privileges of membership).

Some exceptions to State and federal anti-discrimination law apply. Examples include:

- holding a competitive sporting activity for females only who are under 12 years of age or of

- any age where strength, stamina or physique is relevant; or
- not selecting a participant if the person's disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination or harassment may also be against the law.

It is also a breach of discrimination law to victimise a person who is involved in making a complaint of discrimination or harassment. Example: a player is ostracised by her male coach for complaining about his sexist behaviour or for supporting another player who has made such a complaint.

Public acts of racial hatred which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited. This applies to spectators, participants or any other person who engages in such an act in public. Some States and territories also prohibit public acts that vilify on other grounds such as homosexuality, gender identity, HIV/AIDS, religion and disability – see vilification.

IAAF means the International Association of Athletics Federations, the international governing body for the sport of athletics

Mediator means a person appointed to mediate complaints made under this policy. It is preferable that the mediator has relevant skills, qualifications and/or training in mediation. This person must be impartial and neutral.

Member means clubs and or associations affiliated with Queensland Athletics. It also includes athletes, coaches, office holders and officials who are registered with the affiliated club and or association.

Member protection is a term used by the Australian sport industry to describe the practices and procedures that protect members – both individual members such as athletes, coaches and officials, and the member organisations such as clubs, State associations, other affiliated associations and the National body. Member protection involves:

- Protecting those that are involved in sport activities from harassment, abuse, discrimination and other forms of inappropriate behavior;
- Adopting appropriate measures to ensure the right people are involved in an organisation, particularly in relation to those involved with children; and
- Providing education.

Member Protection Information Officer (MPIO) means a person trained to be the first point of contact for a person reporting a complaint under, or a breach of, this Policy. The MPIO provides impartial and confidential support to the person making the complaint.

Natural justice (also referred to as procedural fairness) incorporates the following principles:

- both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond
- all relevant submissions considered
- irrelevant matters should not be taken into account
- no person may judge their own case
- the decision maker/s must be unbiased, fair and just
- the penalties imposed must be fair and not outweigh the matter complained of

Police check means a national criminal history record check conducted as a prudent pre-employment or pre-engagement or current employment background check on a person.

Policy and this Policy mean this Member Protection Policy.

Respondent means the person who is being complained about.

Role-specific codes of conduct (or behaviour) means standards of conduct required of certain roles (e.g. coaches).

Sexual harassment means unwanted, unwelcome or uninvited behaviour of a sexual nature, which could reasonably be anticipated to make a person, feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes, propositions, display of pornographic or offensive material or other behaviour that creates a sexually hostile environment.

Sexual harassment is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.

Sexual offence means a criminal offence involving sexual activity or acts of indecency including but not limited to (due to differences under state/territory legislation):

- Rape
- Indecent assault
- Sexual assault
- Assault with intent to have sexual intercourse
- Incest
- Sexual penetration of child under the age of 16
- Indecent act with child under the age of 16
- Sexual relationship with child under the age of 16
- Sexual offences against people with impaired mental functioning
- Abduction and detention
- Procuring sexual penetration by threats or fraud
- Procuring sexual penetration of child under the age of 16
- Bestiality
- Soliciting acts of sexual penetration or indecent acts
- Promoting or engaging in acts of child prostitution
- Obtaining benefits from child prostitution
- Possession of child pornography
- Publishing child pornography and indecent articles.

Transgender is a general term applied to individuals and behaviours that differ from the gender role commonly, but not always, assigned at birth. It does not imply any specific form of sexual orientation.

Tribunal means a tribunal appointed and acting pursuant to the Queensland Athletics Constitution and By-laws

Victimisation means subjecting a person or threatening to subject a person to any detriment or unfair treatment because that person has or intends to pursue their rights to make a complaint under government legislation (e.g. anti-discrimination) or under this Policy, or for supporting such a person.

Vilification involves a person or body doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of persons having any of the attributes or characteristics within the meaning of discrimination. Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.

PART B – ROLE-SPECIFIC CODES OF CONDUCT

Queensland Athletics will approve from time to time specific codes of conduct and/or behavior relating to the roles of various individuals and organisations that are subject to this Policy. Such current Codes of Conduct and/or Behaviour shall be posted on the Queensland Athletics website from time to time and shall be deemed to be incorporated within Part B of this Policy.

B1 General Code of Conduct

B2 Official/Volunteers Code of Conduct

B3 Athlete Code of Conduct

B4 Employee Code of Conduct

B5 Coach Code of Conduct

Please refer to <http://www.atfca.com.au/codeofethics.ews>

Attachment B1: GENERAL CODE OF CONDUCT

As a member of Athletics Australia, Queensland Athletics or an affiliated club or a person required to comply with the Queensland Athletics Member Protection Policy, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Athletics Australia, Queensland Athletics or an affiliated club and in any role you hold within Athletics Australia, Queensland Athletics or an affiliated club:

1. Respect the rights, dignity and worth of others;
2. Be fair, considerate and honest in all dealing with others;
3. Be professional in, and accept responsibility for your actions;
4. Make a commitment to providing quality service;
5. Be aware of, and maintain an uncompromising adherence to the Company's standards, rules, regulations and policies;
6. Operate within the rules of the sport including national and international guidelines, which govern the Company, Queensland Athletics and the affiliated clubs;
7. Do not use your involvement with the Company, Queensland Athletics or an affiliated club to promote your own beliefs, behaviours or practices where these are inconsistent with those of the Company, Queensland Athletics or an affiliated club;
8. Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example;
9. Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible;
10. Refrain from any form of harassment of others;
11. Refrain from any behaviour that may bring the Company, Queensland Athletics or an affiliated club into disrepute;
12. Provide a safe environment for the conduct of the activity;
13. Show concern and caution towards others who may be sick or injured;
14. Be a positive role model; and
15. Understand the repercussions if you breach, or are aware of any breaches of, this Code of Conduct.

Attachment B2: OFFICIAL/VOLUNTEERS CODE OF CONDUCT

"Official/Volunteer" means a person who either:

- Has been nominated for selection to, or selected as a member of any team nominated or selected by Queensland Athletics, Athletics Australia, the AOC, or the Australian Commonwealth Games Association other than as an Athlete; or
- Administers, manages, coaches, officiates, assists or is otherwise involved in the sport of athletics other than as an Athlete and includes section managers, assistant section managers, technical official, volunteer, chiropractors, coaches, massage therapists, medical practitioners, nutritionists, physiotherapists, psychologists and the like at all levels of the sport;

In addition to the Company's General Code of Conduct, you must meet the following requirements in regard to your conduct during any activity held by or under the sanction or auspices of Athletics Australia, Queensland Athletics or an affiliated club and in your role as an Official/Volunteer of Athletics Australia, Queensland Athletics or an affiliated club:

1. Resolve conflicts fairly and promptly through established procedures;
2. Place the safety and welfare of the participants above all else;
3. Maintain strict impartiality;
4. Be aware of your legal responsibilities;
5. Accept responsibility for all actions taken;
6. Avoid any situation which may lead to a conflict of interest;
7. Be courteous, respectful and open to discussion and interaction; and
8. Value the individual in sport.

This Code is to be read in conjunction with the general rules of competition of Queensland Athletics, Athletics Australia and the IAAF.

Attachment B3: ATHLETE CODE OF CONDUCT

In addition to the Queensland Athletics General Code of Conduct, you must meet the following requirements in regard to your conduct during any activity associated either directly or indirectly with your involvement in the sport of athletics (including, but not restricted to, the activities of training, competing, travelling to and from training and competition and team membership) whether or not such activity is held or sanctioned by the Athletics Australia, Queensland Athletics or an affiliated club or venue, and including your role as a participant:

1. Respect the rights, dignity and worth of fellow athletes, coaches and officials;
2. Do not accept inappropriate behaviour from others;
3. Respect the talent, potential and development of fellow athletes and competitors;
4. Care for and respect the equipment provided to you as part of your program;
5. Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements;
6. At all times maintain an appropriate relationship with your coach;
7. Maintain high personal behaviour standards at all times;
8. Abide by the rules and respect the decision of the officials, making all appeals through the formal process and respecting the final decision;
9. Be honest in your attitude and preparation to training;
10. Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level.

Attachment B4: EMPLOYEE CODE OF CONDUCT

In addition to the Queensland Athletics General Code of Behaviour and any appropriate staff manual provided by Athletics Australia, Queensland Athletics, an affiliated club or venue an employee must meet the following requirements in regard to their conduct during any activity held by or under the auspices of Athletics Australia, Queensland Athletics, an affiliated club or venue and in their role as an administrator for Athletics Australia, Queensland Athletics or affiliated club or venue.

Introduction

All Queensland Athletics employees must be familiar with the Queensland Athletics Employee Code of Conduct. The Code is provided to assist employees in understanding what is expected of employees as employees carry out their responsibilities at Queensland Athletics. We expect that our partners, associates and consultants will be guided by this Code as well.

Our principles form the basis for the ethical standards, which are spelled out in the Code. They are: integrity, respect, responsibility, excellence, teamwork, improvement & innovation and goal orientated behaviour.

Integrity:	honesty and ethical behaviour are critically important in everything that an employee does.
Respect:	employees show respect for one another by treating everyone with dignity and fairness.
Responsibility:	employees are accountable for their actions and honour their commitments.
Excellence:	employees will excel at everything they do and will strive for the highest standards of quality to achieve the vision of a united athletics organisation.
Teamwork:	employees work together as a team in a spirit of respect for others and the worth of their contribution.
Improvement & Innovation:	employees constantly seek to find a new and better way.
Goal Orientated Behaviour:	employees set challenging targets that employees strive to meet at all times.

The Code does not cover every situation that employees may encounter as employees perform their job. It should, however, serve as a guide for their behaviour with people outside Queensland Athletics as well as with fellow employees. If employees are unsure about how to handle a situation, contact their manager or the Queensland Athletics CEO.

All employees are faced with ethical questions from time to time in their business conduct. In resolving these questions, employees should consider these basic questions:

- What guidance does the Code provide?
- If their conduct were reported on the front page of the newspaper, would they be comfortable with their decision?
- How would they feel if the conduct or actions were directed at them?
- What would their manager, co-workers and my family think of their conduct?

The consequences of unethical behaviour can be serious to the organisation and to employees personally.

Workplace Practices

Queensland Athletics will meet its business objectives by employing people with the right skills. Creativity is nurtured when people constructively seek the best of each person's ideas to develop the best solutions. By fully utilising the broad array of talents and skills that come from a diverse workforce, employees provide Queensland Athletics with a competitive advantage, enabling the Company to achieve success.

All employees deserve to work in circumstances in which they are accorded respect. Harassment or discrimination of any kind related to race, colour, religion, gender, age, national origin, citizenship, disability, political persuasion, sexual orientation, veteran or marital status is

unacceptable and will not be tolerated.

Business and Accounting Practices

All Queensland Athletics payments and other transactions must be properly authorised by management and be accurately and completely recorded on Queensland Athletics books and records in accordance with generally accepted accounting principles and established corporate accounting policies. Information must always be reported accurately and honestly. No false, incomplete or misleading entries or records should be created, including travel expense reports. No undisclosed or unrecorded corporate funds should be established for any purpose, nor should Queensland Athletics funds be placed in any personal or non-organisation account.

Internet Use

Queensland Athletics provides access to the Internet for business purposes. Access to the Internet is to be used as a tool to accomplish business tasks and not for personal use. Specifically, employees may not use their Internet access privilege to:

- Engage in either viewing or communicating materials of an obscene, hateful, discriminatory or harassing nature;
- Engage in or solicit any private business for personal gain or profit;
- Engage in any illegal activities including gambling, up-loading or down-loading of software in violation of its copyright, intentionally interfering with the normal operation of Queensland Athletics Internet gateway, or attempting to gain unauthorised access to another site;
- Engage in any activity that compromises the privacy of any users or other units;
- Engage in any activity that is against Queensland Athletics's policies or that would be contrary to the organisation's best interest, or that do not apply with local or national laws;
- or
- Disclose confidential or proprietary information by any means.

Queensland Athletics reserves the right to monitor any and/or all internet related activity occurring through Queensland Athletics system. Any users found in violation of the Acceptable Use Policy may be subject to, at a minimum, denial of access, up to termination of employment and/or criminal prosecution.

Electronic Mail Communication and Systems Use

Queensland Athletics provides a number of different electronic and voice communication systems for company business. From time to time employees may send personal messages on Queensland Athletics's systems but these messages should be brief and kept to a minimum. Messages for personal gain or solicitation, chain letters, and threatening, obscene or harassing messages are prohibited.

All electronic mail, conferencing data, voice mail and information of any kind that is stored on Queensland Athletics equipment is considered the property of Queensland Athletics. Queensland Athletics may periodically check usage to correct network problems and to establish proper use and security. An employee should not have any expectation of personal privacy for messages or information, which is developed, sent, received or stored on these systems.

Conflict of Interest

Although generally employees are free to engage in a range of personal financial transactions, there are some limitations. Employees must avoid situations in which their loyalties are divided between Queensland Athletics interests and their own personal interests. Employees refer to this as a "Conflict of Interest". A conflict of interest makes it difficult to objectively carry out their job responsibilities or to act in the best interest of Queensland Athletics. It is important to avoid even the appearance of a conflict of interest.

Employees are required to inform their manager of any situation, which may involve a conflict of interest. Typically, problems arise when relationships or outside interests influence, or can be perceived as influencing, decisions employees make for Queensland Athletics. The following are

particularly sensitive areas:

- The involvement of Queensland Athletics employee family members with Queensland Athletics competitors, customers, sponsors and suppliers may result in a conflict of interest. If in doubt as to whether a situation involves a present or potential conflict of interest, employees or their manager/supervisor should consult with the Chief Executive Officer.
- Being employed by, acting as a consultant for, sitting on the board of, or receiving remuneration from, a competitor, customer, sponsor or supplier of Queensland Athletics, or investing in any competitor, customer, sponsor or supplier of Queensland Athletics (except for moderate holdings of publicly-traded securities) may result in a conflict of interest. Employees may not do so unless employees have the advance permission of the Chief Executive Officer of Queensland Athletics.
- Pursuing business relationships outside their regular job responsibilities may result in a conflict of interest, particularly if it places employees in the position of appearing to be representing Queensland Athletics in that employment, or if it involves providing intellectual property, goods or services substantially similar to those Queensland Athletics provides or is considering making available. While Queensland Athletics recognises that employees may wish to pursue interests outside of their regular job responsibilities, employees may not compete with Queensland Athletics, use Queensland Athletics resources, or use or disclose Queensland Athletics proprietary information. Of course, employees should not accept outside employment which reduces the alertness or efficiency normally expected of employees. All outside employment, which raises any question in this regard, must be approved in advance by their manager in consultation with the Chief Executive Officer of Queensland Athletics.

Confidentiality of Queensland Athletics Proprietary Information

Information about our products, services, customers and strategies is critical to our competitive position in the marketplace. As employees, employees are given access to company information in trust. Employees must protect it and use it appropriately. This applies both outside as well as inside the organisation. Queensland Athletics proprietary business information is company property and may not be disclosed outside of Queensland Athletics, except as specifically authorised by management. Proprietary information includes business, financial or marketing plans, athlete lists, pricing information, employee personnel information, joint venture agreements and internal discussions.

Employees need to take steps to ensure that any company confidential information is safeguarded against external disclosure as well as from unauthorised disclosure within Queensland Athletics. This also applies to information stored on personal computers or workstations. If business needs dictate releasing or sharing sensitive information prior to a general public release, appropriate protection should be obtained under a non-disclosure agreement.

Employees of Queensland Athletics must:

- Agree to keep in strictest confidence and not to disclose directly or indirectly, without Queensland Athletics' written authority, to anyone other than an employee of Queensland Athletics, authorised to receive the same, and not to use for his/her own benefit or the benefit of the third party, any information relating to the conduct of the business of Queensland Athletics and which information, whether in the nature of trade secrets or otherwise, is not generally available to persons not employed by Queensland Athletics.
- Acknowledge that the said information represents confidential and valuable property of Queensland Athletics, by virtue of its special nature and novelty, and so agrees not to disclose it directly or indirectly or otherwise to use it for his/her own benefit or the benefit of a third party, even after completing his/her employment with Queensland Athletics, unless the information becomes generally available to the public or Queensland Athletics consents to his/her making such disclosure or use, the Employee acknowledging and recognising that Queensland Athletics shall suffer damage by any such disclosure or use;

- Agree to assign to Queensland Athletics his/her entire right, title and interest in and to, and any copyright and rights of like nature or kind to, any and all products and process or procedural improvements which (either solely or jointly with others) he/she has made or may make during and/or as a result of his/her employment with Queensland Athletics and which products and process or procedural improvements relate to any of the services of Queensland Athletics and any work performed by him/her during such employment;
- Agree promptly to disclose to Queensland Athletics, or its Attorneys, any and all such products and process or procedural improvements made by him/her and agrees to execute upon demand, but without expense, all documents which may be desirable to secure to Queensland Athletics the best patent protection in Australia and elsewhere and/or rights relating to such inventions and improvements;
- Agree that he/she will not directly or indirectly publish, except with Queensland Athletics' prior written consent, any of the information in relation to such products, process improvements and that on completing his/her employment with Queensland Athletics he/she will, if so required, promptly hand over to the nominated representative of Queensland Athletics all drawings, notes, correspondence and other printed, written or photographed material (and any copies thereof), computer programs and other software and or hardware in his/her possession, power or control relating to the said products and that he/she will not retain any such documents or written material.

Proprietary Information of Others

Just as employees endeavour to protect our information, other organisations do as well. While it is important that employees are well informed about our competitors, employees may not solicit, receive or use any proprietary information belonging to others. Information about our customers, suppliers, competitors, partners and consultants which is already published, in the public domain, or independently developed, is not considered to be proprietary. In addition, employees may not use third parties to acquire information by improper means. Employees realise that in the course of normal business activities, suppliers, customers and competitors may sometimes divulge to employees information that is proprietary to their business. This does not necessarily make it acceptable to use this information.

Copyright and Software Compliance

Queensland Athletics purchases licenses from vendors for many software products to use in its business.

Australian and international copyright laws protect the software developers' rights. These copyright laws prohibit the copying, distribution and use of software other than for the use for which it is licensed to Queensland Athletics. All employees have a responsibility to help ensure that software installed on their desktop computers or on network storage devices under their control is not being unlawfully used. Employees must not copy, install or otherwise use software in a manner that violates the license agreement or copyright for that software.

Protection of Employee Information

Queensland Athletics collects data and maintains records about its employees and applicants for a number of reasons. This includes information about salary and benefits, job performance, employment history, and career and succession planning. These records may be created and maintained in both hard copy and electronic forms.

Queensland Athletics limits access to this information to only those employees who have a legitimate need to know such information to perform their jobs. Queensland Athletics also limits the reporting of this data to that which is legally required, or in accordance with an employee request or with their consent. This approach is intended to protect the individual privacy of employee and applicant data. All employees are required to respect the use of personal data in accordance with Queensland Athletics policy and applicable laws regulating the collection and protection of such data.

Reporting Potential Employee Code of Conduct Violations

Any employee may contact their manager/supervisor or the Chief Executive Officer with a question or concern about a business practice or to report any suspected or potential violation of the Employee Code of Conduct. All employees have an obligation and responsibility to report any suspected or potential ethics violation. When employees contact their manager or the Chief Executive Officer their concerns will be addressed seriously. Any manager who receives such a report should immediately notify the Chief Executive Officer. No adverse action or retribution will be taken against anyone for making a good faith report of a suspected ethics violation. Any attempt to take retribution of any kind will not be tolerated.

Ethics Investigations and Discipline

Depending on the situation, it may be necessary for the organisation to conduct an internal investigation to determine whether a violation of the Code has taken place. Every employee is required to cooperate fully with any internal investigation consistent with the employee's rights under the law. Queensland Athletics may find it necessary to take appropriate action against any person shown to be involved in a violation or irregularity. Violations of the Code may result in discipline ranging from warning and reprimand to termination. Discipline decisions will be made by the operating management, subject to review by members of executive management who make up Queensland Athletics Ethics Committee. Employees will be given an opportunity to explain their actions before any disciplinary action is imposed.

Human Resources and Other Issues

Human Resources concerns or queries, such as pay, benefits and employee relations issues should be directed to their immediate manager or Chief Executive Officer of Queensland Athletics.

PART C – 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. They apply regardless of National, state or club member protection policies. [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:

Queensland: Contact Blue Card Services. Website: www.bluecard.qld.gov.au Phone: 1800 113 611

CHILD PROTECTION – EMPLOYEES & VOLUNTEERS

Purpose

To ensure that all employees and volunteers that work for Queensland Athletics and its affiliates are assessed (where appropriate) for their suitability to work with children under the Commission for Children and Young People Act 2000 (Qld).

To ensure that all affiliates are aware of their responsibilities in relation to the above.

Background

The State Government passed legislation "the Commission for Children and Young People Act 2000 (Qld)" in May 2000. The purpose of the Commission is to protect children from harm and promote their well-being.

As of 1 May 2001, all regularly employed personnel involved in child related work are required to undergo a suitability check based on the person's criminal history. There is a cost involved with suitability checks, which is to be met by the employee or employer. Employees commencing this type of work prior to 1 May 2001 were not required to apply for a suitability check.

As at 1 May 2002, all volunteer personnel (as defined below), who work with children, are required to undergo a suitability check. The same procedure as per employed staff applies, however, it is provided free of charge.

Employees

Paid employees need a blue card if, over the course of 12 months, the usual functions of their employment includes or is likely to include:

- providing services directed mainly towards children; or
- conducting activities mainly involve children.

or at least:

- eight consecutive days, or
- once a week, each week, over four weeks, or
- once a fortnight, each fortnight, over eight weeks, or

- once a month, each month over six months.

Queensland Athletics will ensure that all its employees who work with children undergo a suitability check.

Volunteers

All volunteers need a blue card if the usual functions include or are likely to include:

- providing services directed mainly towards children; or
- conducting activities mainly involve children;

unless an exemption applies.

It is Queensland Athletics requirement that all coaches, officials, administrators, committee members and any other personnel, who perform regular duties in the various competitions and State Teams or on behalf of Queensland Athletics, and who are working with children under the age of 18 years, apply for a blue card.

Exemptions

Volunteers do not need a blue card if they are:

- a parent volunteering in an event or activity in which their own child is participating (note – volunteer parents should speak to the volunteer coordinator of the organisation they intend to volunteer for about the nature of the child-related activities they will be involved in, and whether they differ from the activities in which their child participates); or
- a child under 18 years of age, unless they are a trainee student doing a practical placement as part of their studies with an education provider.

For more information please contact Queensland Athletics on 07 3343 0900 or Blue Card Services on 1800 113611 or website www.bluecard.qld.gov.au

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 October 2011 at the Standing Council on Community, Housing and Disability Services, Commonwealth, State and territory ministers agreed to introduce, by late 2012, National exemptions to Working with Children Checks for paid employees and volunteers who are required to cross State or territory borders for work related purposes.

These exemptions will be for up to 30 days in any 12 month period and will enable workers to participate in National and inter-jurisdictional activities on a short-term basis. This means that volunteers and workers with a valid check in their home State or territory will be able to participate in short-term activities across State and territory borders without the need for additional checks.

The Australian Sports Commission will provide more information as soon as it becomes available.

This means volunteers and workers with a valid check in their home state or territory will be able to participate in short-term activities across state and territory borders without the need for additional checks. The ASC has no further detail at this stage, but is working to get additional information on the changes. It will communicate this information to sports and sector partners as soon as it becomes available.

PART D: COMPLAINT HANDLING PROCEDURES

Attachment D1: COMPLAINTS PROCEDURE

All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

Individuals and organisations may also pursue their complaint externally under anti-discrimination, child protection or other relevant legislation.

If a complainant wishes to remain anonymous, Queensland Athletics may have difficulty assisting in resolving the complaint. Procedural fairness (natural justice) means that Queensland Athletics is required to provide the person/people complained about with full details of the complaint so they have a fair chance to respond.

ADVICE TO COMPLAINANTS

INFORMAL APPROACHES

Step 1: Talk with the other person (where this is reasonable, safe and appropriate)

In the first instance, you (the Complainant) should try to sort out the problem with the person or people involved (respondent) if you feel able to do so.

Step 2: Contact a Member Protection Information Officer

Talk with one of the Member Protection Information Officers (MPIOs) appointed by Queensland Athletics or to a senior employee or office holder if:

- the first step is not possible/reasonable;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially about the problem with someone and obtain more information about what you can do; or
- the problem continues after you tried to approach the person or people involved.

The MPIO or senior employee or office holder will:

- take confidential notes about your complaint;
- try to find out the facts of the problem;
- ask what outcome/how you want the problem resolved and if you need support;
- provide possible options for you to resolve the problem;
- act as a support person if you so 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: Outcomes from initial contact

After talking with the MPIO or senior employee or office holder you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and work out your own resolution (with or without a support person such as an MPIO; or
- to seek a mediated resolution with the help of a third person (such as a mediator); or
- to seek a formal approach.

FORMAL APPROACHES

Step 4: Making a Formal complaint

If your complaint is not resolved or informal approaches are not appropriate or possible, you may:

- make a formal complaint in writing to the CEO of Queensland Athletics; or
- approach a relevant external agency such as an anti-discrimination commission, for advice.

On receiving a formal complaint and based on the material you have provided, the receiving officer will decide whether:

- they are the most appropriate person to receive and handle the complaint;
- the nature and seriousness of the complaint warrants a formal resolution procedure;
- to refer the complaint to mediation;
- to appoint a person to investigate (gather more information on) the complaint;
- to refer the complaint to a hearings tribunal under either Queensland Athletics or Athletics Australia (as may be relevant) constitutional documentation;
- 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 set out in these procedures is completed.

In making the decision(s) outlined above, the complaints handler will take into account:

- whether they have had any personal involvement in the circumstances which means that someone else should handle the complaint;
- your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- the relationship between you and the respondent (for example an actual or perceived power imbalance between you and the respondent);
- whether the facts of the complaint are in dispute; and
- the urgency of the complaint, including the possibility that you will be subject to further unacceptable behaviour while the complaint process is underway.

If the complaints handler is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:

- put the information they have received from you to the person/people you are complaining about and ask them to provide their side of the story;
- decide if they have enough information to determine whether the matter alleged in your complaint did or did not happen; and/or
- determine what, if any, further action to take. This action may include disciplinary action in accordance with this policy.

Step 5: Investigation of the complaint

- A person appointed under Step 3 will conduct an investigation and provide a written report to the CEO of Queensland Athletics who will determine what further action to take;
- If the complaint is referred to mediation, it will be conducted in accordance with Attachment D2 or as otherwise agreed by you, the respondent and the mediation provider;
- If the complaint is referred to a tribunal, the hearing will be conducted in accordance with the processes as set out in the applicable Queensland Athletics or Athletics Australia Member Association constitutional documentation. Where the Member Association has no such constitutional documentation, the Queensland Athletics By-laws will apply, read down to apply so as to enable that Member Association to handle the matter;
- If the complaint is referred to the police or other appropriate authority, Queensland Athletics will use its best endeavours to provide all reasonable assistance required by the police or other authority.
- It must be made clear to all parties that the investigator is not seeking to resolve the matter, nor to decide whether any breach of this Policy has occurred, nor to impose any penalty. Any decision about Policy breach must be referred to an independent tribunal, and wherever possible, mediations should be conducted by an independent mediator.
- Any costs relating to the complaint process set out in this Policy (e.g. investigation and/or mediation and/or hearings tribunal) are to be met by the relevant body unless otherwise stated in the relevant Attachment or as agreed with the complainant before a step in the process is taken, except for the costs of the complainant and any respondent which will always be met by the complainant and respondent respectively.

Step 6: Reconsideration of initial outcome/investigation or hearing

If, under the formal complaint process, mediation is unsuccessful, you may request that the complaints handler reconsider the complaint in accordance with **Step 3**.

Further, you or the respondent(s) may be entitled to a tribunal hearing. The grounds and process for a hearing under this Policy are set out in the Queensland Athletics By-laws.

Step 7: Documenting the resolution

The CEO of Queensland Athletics will document the complaint, the process and the outcome. This document will be stored in a confidential and secure place. If the complaint was dealt with at a state/district level, the information will be stored in the state association office. If the matter is of a serious nature, or if the matter was escalated to and/or dealt with at the national level, the original document will be stored at the national office with a copy stored at the state office.

EXTERNAL APPROACHES

There are a range of other options available depending on the nature of your complaint. If you feel that you have been harassed or discriminated against, you can seek advice from your state or territory anti-discrimination commission without being obliged to make a formal complaint. If the commission advises you that the problem appears to be harassment within its jurisdiction, you may lodge a formal complaint with the commission.

Once a complaint is received by an anti-discrimination commission, it will investigate. If it appears that unlawful harassment or discrimination has occurred, the commission will conciliate the complaint confidentially. If this fails, or is inappropriate, the complaint may go to a formal hearing where a finding will be made. The tribunal will decide upon what action, if any, will be taken. This could include financial compensation for such things as distress, lost earnings or medical and counselling expenses incurred.

If you do lodge a complaint under anti-discrimination law, you may use an appropriate person (e.g. an MPIO) as a support person throughout the process. It is also common to have a legal representative, particularly at the hearing stage of a complaint.

You could also approach another external agency such as the police.

Attachment D2: MEDIATION

Mediation is a process during which people in conflict are helped to communicate with each other to identify the areas of dispute and to make decisions about resolving it. This attachment outlines the general procedure of mediation that will be followed by Queensland Athletics.

1. If mediation is chosen, the MPIO or other designated person will, under the direction of the Queensland Athletics and in consultation with the complainant and the respondent(s), arrange for a mediator.
2. The mediator's role is to assist the complainant and respondent(s) reach an agreement on how to resolve the problem. The mediator, in consultation with the complainant and respondent(s), will choose the procedures to be followed during the mediation. At a minimum, an agenda of issues for discussion will be prepared by the mediator.
3. The mediation will be conducted confidentially and without prejudice to the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. At the end of a successful mediation the mediator will prepare a document that sets out the agreement reached which will be signed by them as their agreement.
5. If the complaint is not resolved by mediation, the complainant may:
 - (a) Write to CEO/designated person to request that the CEO/designated person reconsider the complaint in accordance with **Step 3** set out in Attachment D1; or
 - (b) Approach an external agency such as an anti-discrimination commission.
6. Mediation will **not** be recommended if:
 - (a) The respondent has a completely different version of the events and will not deviate from these;
 - (b) The complainant or respondent are unwilling to attempt mediation;
 - (c) Due to the nature of the complaint, the relationship between the complainant and the respondent(s) or any other relevant factors, the complaint is not suitable for mediation; or
 - (d) The matter involves proven serious allegations, regardless of the wishes of the Complainant.

Attachment D3: INVESTIGATION PROCESS

If an investigation needs to be conducted to gather more information the following steps will be followed unless otherwise agreed:

1. Queensland Athletics will provide a written brief to the investigator clarifying terms of engagement and roles and responsibilities. The investigator will:
 - 1.1 Interview the complainant and record the interview in writing.
 - 1.2 Convey full details of the complaint to the respondent (s) so that they can respond.
 - 1.3 Interview the respondent to allow them to answer the complaint, and record the interview in writing.
 - 1.4 Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts
 - 1.5 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); and/or
 - mischievous, vexatious or knowingly untrue.
 - 1.6 Provide a report to Queensland Athletics documenting the complaint, investigation process, evidence, finding and, if requested, recommendations.
2. Queensland Athletics 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/adviser (e.g. MPIO or other person).
4. The complainant and the respondent(s) may have the right to a hearing by a tribunal in relation to any decision based on the investigation. Information on our hearings and tribunal process is in the Queensland Athletics By-laws.

Attachment D4: PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

An allegation of child abuse is a very serious matter and must be handled with a high degree of sensitivity. It is not the responsibility of anyone working in Queensland Athletics in a paid or unpaid capacity to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate authorities. The following outlines the key steps to follow. More information can be obtained from State or Territory government agencies.

Step 1 – Initial Receipt of an Allegation

If a child discloses an allegation involving harm or abuse to them or another child, then it is crucial that you:

- Stay calm;
- Listen, be supportive and do not challenge or undermine what the child says; Reassure the child that what has occurred is not the fault of the child;
- Be honest with the child and explain that other people may need to be told in order to stop what is happening;
- Ensure you are clear about what the child has said but do not elicit detailed information, ask leading questions or offer an opinion;
- Act promptly to accurately record the discussion in writing;
- Do not discuss the details with any person other than those detailed in these procedures; and
- Do not contact the alleged offender.

Step 2 – Report allegations

- Immediately report any allegation or disclosure of child abuse or situation involving a child at risk of harm, to the police and/or government child protection agency. You may need to report to both.
- Contact the relevant child protection agency or police for advice if there is any doubt about whether the complaint should be reported (for example, the allegation may relate to poor/inappropriate practice).
- If the child's parent/s is suspected of committing the abuse, you should report the allegation to the relevant government agency.
- If the allegation involves anyone to whom our policy applies, then also report the allegation to the CEO of Queensland Athletics so that they can manage the situation (e.g. contact the parents following advice from the authorities, deal with any media enquiries and manage steps 3 and 4).

Step 3 – Protect the child and manage the situation

- The CEO of Queensland Athletics will assess the risks and take interim action to ensure the child's/children's safety. Action that may be implemented includes redeployment of the alleged offender to a non-child related position, supervision of the alleged offender or removal/suspension from their duties until the allegations are finally determined. [Please be aware it is not the MPIO's role to undertake action such as redeploying someone and seek legal advice if person is in a paid employment].
- The CEO of Queensland Athletics will consider the kind of support that the child or children and parents may need (e.g. counselling, helplines, support groups).
- The CEO of Queensland Athletics will address the support needs of the alleged offender.
- The CEO of Queensland Athletics will also put in place measures to protect the child and the person against whom the complaint is made from victimisation and gossip. If the person is stood down, it should be made clear to any persons aware of the incident that this does not mean the respondent is guilty and a proper investigation will be undertaken.

Step 4 – Internal action

- Where there is an allegation made against a person to whom this policy applies, there may be three types of investigations:
 - Criminal (conducted by police)

- Child protection (conducted by child protection authority)
 - Disciplinary or misconduct (conducted by Queensland Athletics)
- Irrespective of the findings of the child protection and/or police inquiries, Queensland Athletics will assess the allegation to decide whether the person should be reinstated, banned, have their employment or position terminated or any other action.
- The decision-maker(s) will be the Board of Queensland Athletics and it will consider all the information, including the findings of the police, government agency and/or court, and determine a finding, recommend action and explain its rationale for the action. This may be a difficult decision particularly where there is insufficient evidence to uphold any action by the police.
- If disciplinary action is to be taken, the procedures outlined in Clause 10 of this Policy will be followed.
- If disciplinary action is taken, Queensland Athletics will advise and provide a report to the relevant government authority should this be required (e.g. the NSW Commission for Children and Young People requires notification of relevant employment proceedings).

Attachment D5: HEARINGS & TRIBUNAL PROCEDURE

Any reference to a tribunal under this Policy will be conducted in accordance with the Constitution and By-laws of Queensland Athletics or where applicable the Constitution and By-laws of the relevant Member Association. Where the relevant Member Association does not have such or sufficient provisions the relevant Queensland Athletics provisions will apply read down to apply so as to enable that Member Association to handle the matter.

PART E: REPORTING REQUIREMENT AND DOCUMENTS

The following information was updated by the Australian Sports Commission in November 2011. It is subject to change at any time.

QUEENSLAND

If you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm, you need to contact [Child Safety Services](#):

- **During normal business hours** - contact the Regional Intake Service.
- **After hours and on weekends** - contact the Child Safety After Hours Service Centre on **1800 177 135** or (07) 3235 9999. The service operates 24 hours a day, seven days a week.

If you believe a child is in immediate danger or in a life-threatening situation, contact the Queensland Police Service immediately by dialling **000**.

Queensland Police Service has a number of child protection and investigation units across Queensland. To contact the Queensland Police Service, contact the [Police District Communication Centre](#) nearest you.

If you aren't sure who to call, or for assistance to locate your nearest child safety service centre, contact Child Safety Services' Enquiries Unit on **1800 811 810**. Child safety service centres have professionally trained child protection staff who are skilled in dealing with information about harm or risk of harm to children.

Attachment E1: CONFIDENTIAL RECORD OF INFORMAL 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/status	<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/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Location/event of alleged issue		
Description of alleged issue		
Nature of complaint (category/basis/grounds) Can tick more than one box	<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	

This record and any notes must be kept in a confidential and safe place – do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be sent to the CEO.

Attachment E2: 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/status	<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/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Location/event of alleged issue		
Description of alleged issue		
Nature of complaint (category/basis/grounds) Can tick more than one box	<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 went to hearing tribunal: Decision - Action recommended -	
If mediated: Date of mediation - Were both parties present - Terms of Agreement - Any other action taken -	
If went to tribunal: 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: / /
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 is escalated to and/or dealt with at the National level, the original must be forwarded to the National body and a copy kept at the club/state/district level (whatever level the complaint was made).

Government agency contacted	Who: When: Advice provided:
CEO 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.