



MEMBER PROTECTION POLICY

VERSION 1.0

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MEMBER PROTECTION POLICY

1. Introduction

Manly Seaside Baseball Club Inc. (MSBC) is a family-oriented club that field teams ranging from U8s (from 5 years old) through to Under 16s, as well as Seniors. We compete in the Manly Warringah District Baseball Association.

We acknowledge the valuable contribution made by our members, families, employees and volunteers and we encourage their active participation in providing a safe, fair and inclusive environment for all participants. Our Club is committed to promoting and protecting the safety and wellbeing of children and young people in our care who access activities, programs, services or facilities for which the Club is responsible for.

2. Purpose

The main objective of this Member Protection Policy (“policy”) is to maintain responsible behaviour and the making of informed decisions by members and other participants in our Club. It outlines our commitment to a person’s right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment and abuse. Our policy informs everyone involved in our club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are expected of them. It also covers the care and protection of children participating in our club’s activities.

3. Who This Policy Applies To

This policy applies to everyone involved in the activities of our club whether they are in a paid or unpaid/voluntary capacity and including, but not limited to:

- club committee members, administrators and other club officials;
- coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;
- support personnel, including managers, sport trainers and others;
- referees, umpires and other officials;
- players;
- members, including life members;
- parents;
- spectators;
- employees (paid and unpaid); and
- volunteers.

4. Club Responsibilities

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and the consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of this policy in an appropriate manner;
- recognise and enforce any penalty imposed under this policy;
- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies;
- monitor and review this policy at least every 24 months or as required.

5. Individual Responsibilities

Everyone associated with our club must:

- make themselves aware of this policy;
- comply with all relevant provisions of the policy, including any codes of conduct and the steps for making a complaint or reporting possible child abuse set out in this policy;
- consent to the screening requirements set out in this policy
- obtain a NSW Working with Children Checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18, or where otherwise required by law; Refer to [Working With Children Check](#);
- treat other people with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour; and
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment, bullying or other inappropriate behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this Policy.

6. Protection of Children

6.1 Child Protection

The Club is committed to the safety and wellbeing of children and young people who participate in our club's activities or use our services. We support the rights of all children and will act at all times to ensure that a child safe environment and culture is maintained.

In the event a concern/suspicion or allegation is raised in relation to child abuse, the Club will ensure it is treated seriously, in a culturally sensitive manner and fully investigated in accordance with relevant legislation and this policy. See *Appendix 4 – Responding to Suspicions and Allegations of Child Abuse Procedure*.

The Club keeps a register of Working With Children Check. This contains the following information in relation to a person who requires a WWCC - person's name, date of birth, WWCC number and expiry, WWCC status and role.

The Club's Child Protection Officer is responsible for maintaining the register, and ensuring the relevant people have a WWCC.

The following positions are required to have a WWCC (in accordance with Baseball NSW):

- Anyone inside the fence line including the dugouts:
- Coach
- Base coaches
- Team Managers
- Dugout Managers
- Umpires.
- Anyone that helps the Coach at training.
- Canteen staff/volunteers
- Committee members

6.1.2: Developing Codes of Conduct for Adults and Children

We will develop and promote a code of conduct that specifies standards of conduct and care we expect of adults when they deal and interact with children, particularly those in our care. We will also implement a code of conduct to promote appropriate behaviour between children.

The codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour. See *Appendix 1 – Codes of Conduct*.

6.1.3: Choosing Suitable Employees and Volunteers

The Club will take all reasonable steps to ensure that we engage the most suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children.

The Club will ensure that Working with Children Checks are conducted for employees and volunteers working with children. It is the Club's discretion to decline appointing people to positions.

6.1.4: Support, Train, Supervise and Enhance Performance

The Club will ensure that all our employees and volunteers who work with children have ongoing supervision; support and training. Our goal is to develop their skills and capacity and to enhance their performance so we can maintain a child-safe environment in our club.

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

The Club will promote the involvement and participation of children and young people in developing and maintaining a child-safe environment in our club.

6.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect

The Club will ensure that employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under NSW law to make a report if they suspect on reasonable ground that a child is at risk of, or has been, or is being, abused or neglected. See *Appendix 4 – Responding to Suspicions and Allegations of Child Abuse Procedure*.

In addition to any legal obligations, if any person believes that another person or organisation bound by this policy is in breach of this policy they may make an internal complaint. Please refer to our complaints procedure in Appendix 3.

Any person who believes a child is in immediate danger or in a life threatening situation, should contact the police immediately on 000.

6.2 Supervision

We will endeavour to provide an appropriate level of supervision at all times. If a member finds a child under the age of 18 is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

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

6.3 Transportation

Parents/guardians are responsible for organising the transportation of their children to and from club activities (e.g. training, games, over night trips etc). Ultimately parents/carers are responsible for their child/ren.

6.4 Taking Images of Children

Images of children can be used inappropriately or illegally. We require that members, wherever possible, obtain permission from a child's parent or guardian before taking an image of a child that is not their own. We will also make sure that the parent or guardian understands how the image will be used.

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

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

We will only use images of children that are relevant to our club's activities and we will ensure that they are suitably clothed in a manner that promotes our club. We will seek permission from a child's parent or guardian before using their images.

7. Discrimination, Harassment and Bullying

Our club is committed to providing an environment in which people are treated fairly and equitably and is free from all forms of discrimination, harassment and bullying.

7.1 Discrimination and Harassment

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

Discrimination includes both direct and indirect discrimination:

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

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

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

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

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

7.1.1 Discrimination

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

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

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

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

Legislation also prohibits:

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

7.2 Bullying

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

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

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

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

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

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

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. *Refer to Appendix 3 – Complaint Handling Procedure.*

8. Inclusive practices

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

The following are examples of some of our inclusive practices.

8.1 People with a disability

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

8.2 People from diverse cultures

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

8.3 Sexual & Gender Identity

All people, regardless of their sexuality or gender identity, are welcome at our club. We strive to provide a safe environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

8.4 Pregnancy

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

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

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

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

8.5 Mixed Gender Teams

The Club supports teams made up of males and females.

9. Responsible service and consumption of alcohol

Club is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol.

In general, our policy is that:

- alcohol shall not be available or consumed at sporting events involving children and young people under the age of 18
- alcohol-free social events will be provided for young people and families
- food and low-alcohol and non-alcoholic drinks will be available at events we hold or endorse where alcohol is served

10. Smoke-free environment

The Club is committed to providing a safe and healthy environment at all sporting and social events that we hold or endorse. In general, our policy is:

- No smoking shall occur at or near sporting events involving children and young people under the age of 18. This policy shall apply to coaches, players, trainers, officials and volunteers;
- Social events shall be smoke-free, with smoking permitted at designated outdoor smoking areas; and
- Coaches, officials, trainers, volunteers and players will refrain from smoking while they are involved in an official capacity in our sport, both on and off the field.

11. Social networking

The Club acknowledges the enormous value of social networking to promote our sport and celebrate the achievements and success of the people involved in our sport. Social networking refers to any interactive website or technology that enables people to communicate and/or share content via the Internet. This includes social networking websites such as Facebook and Twitter.

We expect all people bound by this policy to conduct themselves appropriately when using social networking sites to share information related to our sport. In particular, social media activity including, but not limited to, postings, blogs, status updates, and tweets:

- Must not contain material which is, or has the potential to be, offensive, aggressive, defamatory, threatening, discriminatory, obscene, profane, harassing, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate;
- Must not contain material which is inaccurate, misleading or fraudulent;
- Must not contain material which is in breach of laws, court orders, undertakings or contracts;
- Should respect and maintain the privacy of others; and
- Should promote the sport in a positive way.

12. Complaints

Our club takes all complaints about on and off-field behaviour seriously.

Refer to:

Appendix 3 – Complaint Handling Procedure

Appendix 4 – Responding to Suspicions and Allegations of Child Abuse

APPENDIX 1: Code of Conduct

Refer to:

[Manly Seaside Baseball Club Code of Conduct](#)

APPENDIX 2: Roles and Responsibilities

Refer to:

- *Manager's Handbook* [Manager's Handbook link](#)
- *Coach's Handbook* - [Coaches Handbook link](#)
- *Coaches Manual* - [Coaches Manual link](#)
- *Umpire's Handbook* - [Umpire's Handbook link](#)
- *Scorer's Handbook* - [Scorer's Handbook link](#)

APPENDIX 3: Complaint Handling Procedure

The Club will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

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 it disclosure is necessary to effectively deal with the complaints.

The Club will provide individuals with an informal and a formal process to resolve the matter, along with information on how to access an external complaint handling body, based on the nature of the complaint and our rules and regulations. We will also provide an appeals process for those matters.

The Club will exercise its best efforts to acknowledge a complaint via either the MPIO or Complaints Officer within 3 working days of being notified of a complaint by phone, email or post/letter.

Complaints Procedure

The Club is committed to supporting people associated with our sport to make and resolve any complaints they may have in a fair, timely and effective way.

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

Informal approaches

Step 1: Talk with the other person

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

Step 2: Contact a Member Protection Information Officer

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

Step 1 (above) is not appropriate;

- You are not sure how to handle the problem by yourself;
- You want to talk confidentially with someone and find out what options are available to address your concern; or
- The concern continues after you approached the other person.

The MPIO will:

- Ask how you would like your concern to be resolved and if you need support
- Seek to provide different options for you to address your concern
- Act as a support person, if you wish
- Refer you to an appropriate person (e.g. a mediator) to help you address your concern, if appropriate
- Inform the relevant government authorities and/or police, if required by law to do so
- Where possible and appropriate, maintain confidentiality.

To contact the MPIO:

Call: 0423 683 230 (Jaqi Rota)
Email: feedback@seasiders.com.au

Step 3: Decide how to address your concern

After talking with the MPIO you may decide:

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

Formal approaches

Step 4: Making a formal complaint

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

- Make a formal complaint to the MPIO (you can use the Form provided below if you like, or ask to speak with the MPIO directly or via email – feedback@seasiders.com.au) and the MPIO will direct the complaint to the Complaints Officer; or
- Approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice and assistance.

After receiving a formal complaint, and based on the material you provide, the Complaints Officer will decide whether:

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

In dealing with your formal complaint, the Complaints Officer will take into account:

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

If the Complaints Officer is the appropriate person to handle the complaint, he or she will, where appropriate and/or necessary:

- Provide the information received from you to the other person(s) involved and ask for a response;
- Decide if there is enough information to determine whether the matter alleged in your complaint did or did not occur; and/or
- Determine what, if any, further action to take, including referring the matter for investigation or disciplinary action in accordance with this policy.

Step 5: Investigating the complaint

In some cases, an investigation may be required to determine the facts surrounding the complaint.

An investigation helps determine the facts relating to the incident, if requested, recommendations as to possible findings and next steps.

Any investigation we conduct will be fair to all people involved. The Complaints Officer will conduct the investigation.

1. The investigator may:
 - Interview the complainant and record the interview in writing;
 - Interview the respondent(s) to allow them to answer the complaint and record the interview in writing;
 - Obtain statements from witnesses and collect other relevant evidence;
 - Make a recommendation to the Committee as to whether the complaint is:
 - Substantiated (there is sufficient evidence to support the complaint)
 - Inconclusive (there is insufficient evidence either way);
 - Unsubstantiated (there is sufficient evidence to show that the complaint is unfounded);
 - Mischievous, vexatious or knowingly untrue.
 - Provide a report to Committee documenting the complaint, the investigation process, the evidence, and, if requested, any findings and recommendations. The Committee will make the final determination. If the complaint involves a member/s of the Committee then they will not be involved in this part of the process.
2. The Committee will provide a report to the complainant and the respondent(s) summarizing key points from the investigation and the outcome
3. The complainant and the respondent(s) will be entitled to support throughout this process from the MPIO or another support person of their choice.

If the complaint is referred to mediation, we will follow the steps outlined in the 'Mediation' section below, or as agreed by you, the respondent and the mediator.

If the complaint is referred to the police or another external agency, we will endeavor to provide all reasonable assistance required by the police or the agency.

Step 6: Reconsidering a complaint or appealing a decision

If you or the respondent(s) are not satisfied with the outcome of the complaint, you can request a review of the outcome by contacting the MPIO. The MPIO will consider allocating the matter to someone different to investigate.

If the matter is referred to mediation and is not resolved at mediation, you may request that the President reconsider the complaint in accordance with Step 3.

Step 7: Documenting the resolution

The President or Secretary will record the complaint, the steps taken to resolve it and the outcome. This information will be stored in a confidential and secure place.

Approaching external organisations

If you feel that you have been harassed or discriminated against, you can seek advice from Anti-Discrimination NSW [here](#) for further guidance, and to lodge a complaint if you wish.

Anti-Discrimination NSW may investigate your complaint. They may also attempt to conciliate the complaint on a confidential basis. If this fails, or if it is not appropriate, the complaint may go to a formal hearing. The tribunal will make a finding and decide what action, if any, will be taken.

If you do lodge a complaint with Anti-Discrimination NSW, an appropriate person from our Club (e.g. an MPIO) will be available to support you during the process. You may also wish to have a legal representation, particularly if the complaint goes to a formal hearing.

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

Mediation

Mediation is a process that seeks to resolve complaints with the assistance of an impartial person – the mediator.

The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to discuss the issues and seeks to facilitate a mutually agreeable solution.

Our approach to mediation follows the steps set out below:

1. The MPIO may appoint an appropriate mediator (either external or internal to the Club) to help resolve the complaint. This will be done in consultation with the complainant, the Club, and the respondent(s). The mediator will be an independent person in the context of the complaint, however this does not preclude a person with an association with the Club acting as mediator.
2. The mediator will talk with the complainant and respondent(s) about how the mediation will take place and who will participate. At a minimum, the mediator will prepare an agenda of issues to be discussed.
3. All issues raised during mediation will be treated confidentially. We also respect the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. If the complaint is resolved by mediation, where appropriate the mediator may seek to ensure the parties execute a document that sets out the agreement that has been reached. The complainant and the respondent(s) will sign this agreement. We expect the parties involved to respect and comply with the terms of the agreement.
5. If the complaint is not resolved by mediation, the complainant may:
 - Write to President to request that he or she reconsider the complaint; and
 - Approach any relevant external agency, such as Anti-Discrimination NSW to resolve the matter.

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

- When the people involved have completely different versions of the incident;
- When one or both parties are unwilling to attempt mediation;
- When there is a real or perceived power imbalance between the people involved;
- Matters that involve serious allegations.

Reporting Requirements – forms/documents

We will ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint.

This information, and any additional records and notes, will be treated confidentially (subject to disclosure required by law or permitted under this policy) and stored in a secure place, accessible only to the Committee (excluding anyone from the Committee implicated in the complaint).

Making a Complaint Form (for person making the complaint) - confidential

Form to be completed (where appropriate) by person making the complaint

Your name:		Date: / /
Are you:	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
Contact details	Phone: Email: How would you like to be contacted about the complaint?	
Your role in the Club		
Name of person/s you are complaining about	Are they: <input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
The role of the person/s you are complaining about		
Location/date/time/event of alleged issue		
Description of alleged issue (include as much information as you can, including name of witnesses, other people involved)		

Nature of complaint (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
What do you think would resolve your complaint?	
List any action you have already taken to resolve the complaint	
Detail any other information you would like to provide	

Submit form to one or more of the following:

- Member Protection Information Officer: feedback@seasiders.com.au
- President: president@seasiders.com.au



Receiving a Complaint Form - confidential

Form to be completed by person receiving the complaint

Name/role of person receiving complaint		Date: / /
Complainant's Name	Are they: <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
How complaint received (eg email, phone, in person)		
Complainant's contact details	Phone: Email: How would they like to be contacted?	
Complainant's role/status in Club		
Name of person/s complained about	Are they: <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Person/s complained about role in the Club		
Location/date/time/event of alleged issue		
Description of alleged issue (include as much information as you can, including name of witnesses, other people involved etc)		

<p>Nature of complaint (an tick more than one box)</p>	<p><input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination</p> <p><input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods</p> <p><input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse</p> <p><input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation</p> <p><input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision</p> <p><input type="checkbox"/> Other</p>
<p>What do they think would resolve the issue?</p>	
<p>List any action the complainant has already taken to try and resolve the complaint</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	



APPENDIX 4: Responding to Suspicions and Allegations of Child Abuse Procedure

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

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

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

What is to be reported:

The following types of behaviours, including observed or suspected abuse, in relation to any Child or Young Person involved in Club activities, programs or services must be reported in a manner described in this Procedure:

- Child abuse, harm, neglect, or any other form of inappropriate behaviour such as grooming or bullying to a child or Young Person (emotional, psychological, physical or sexual).
- Refer to definitions below.

Step 1: Receive the allegation suspicion

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

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

Step 2: Report the allegation

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the MPIO or Child Protection Officer (CPO), who will discuss the reporting options – the police and/or the relevant child protection agency listed below. You may need to make a report to both.

New South Wales	
New South Wales Police Non-urgent police assistance Ph: 131 444 www.police.nsw.gov.au	Department of Communities and Justice – will provide guidance on the matter. https://www.facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk Ph: 132 111

- Contact the relevant child protection agency or police for advice if there is **any** doubt about whether the allegation should be reported.

- If the allegation involves a person to whom this policy applies, then also report the allegation to the *MPIO, CPO and/or the President* so that he or she can manage the situation.
- Complete the Reporting a Suspicion or Allegation of Child Abuse Form below.

Step 3: Protect the child and manage the situation

- The *MPIO, CPO or President* will assess the immediate risks to the child and take interim steps to ensure the child's safety and the safety of any other children. This may include redeploying the alleged offender to a position where there is no unsupervised contact with children, supervising the alleged offender or removing/suspending him or her until any investigations have been concluded. Legal advice should be sought before any interim steps are made if the person is an employee of *Club*.
- The *MPIO, CPO or President* will consider what services may be most appropriate to support the child and his or her parent/s.
- The *MPIO, CPO or President* will consider what support services may be appropriate for the alleged offender.
- The *MPIO, CPO or President* will seek to put in place measures to protect the child and the alleged offender from possible victimisation and gossip.

Step 4: Take internal action

At least three different investigations could be undertaken to examine allegations that are made against a person to whom this policy applies, including:

- a criminal investigation (conducted by the police)
- a child protection investigation (conducted by the relevant child protection agency)
- a disciplinary or misconduct inquiry/investigation (conducted by *the Club*). *The Club* will assess the allegations and determine what action should be taken in the circumstances. Depending on the situation, action may include considering whether the alleged offender should return to his or her position, be dismissed, banned or suspended or face other disciplinary action in accordance with section 11 of the Club Constitution (click [here](#) for Club Constitution).

Where required we will provide the relevant government agency with a report of any disciplinary action we take.

Definitions¹

There are different forms of child abuse: neglect, sexual, physical and emotional abuse.

Neglect – Neglect is when a parent or caregiver cannot regularly give a child the basic things needed for his or her growth and development, such as food, clothing, shelter, medical and dental care, adequate supervision, and enough parenting and care.

Sexual abuse – Sexual abuse is when someone involves a child or young person in a sexual activity by using their power over them or taking advantage of their trust. Often children or young people are bribed or threatened physically and psychologically to make them participate in the activity. Sexual abuse is a crime.

Physical abuse – Physical abuse is a non-accidental injury or pattern of injuries to a child or young person caused by a parent, caregiver or any other person. It includes but is not limited to injuries which are caused by excessive discipline, severe beatings or shakings, cigarette burns, attempted strangulation and female genital mutilation.

Injuries include bruising, lacerations or welts, burns, fractures or dislocation of joints. The application of any unreasonable physical force to a child is a crime in NSW. For example, hitting a child or young person around the head or neck, or using a stick, belt or other object to discipline or punish a child or young person (in a manner that is not trivial or negligible) may be considered a crime

Emotional abuse or psychological harm – Serious psychological harm can occur where the behaviour of their parent or caregiver damages the confidence and self-esteem of the child or young person, resulting in serious emotional disturbance or psychological trauma.

Although it is possible for 'one off' incidents to cause serious harm, in general it is the frequency, persistence and duration of the parental or carer behaviour that is instrumental in defining the consequences for the child or young person.

This can include a range of behaviours such as excessive criticism, withholding affection, exposure to domestic violence, intimidation or threatening behaviour.

Grooming - Grooming is a term used to describe what happens when a perpetrator of abuse builds a relationship with a Child or Young Person, with a view to abusing them. There is no set pattern in relation to the grooming of Children or Young People. For some perpetrators, there will be a lengthy period of time before the abuse begins. The Child or Young Person may be given special attention and, what starts as an apparently normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour. Other perpetrators may draw a Child or Young Person in and abuse them relatively quickly. Some abusers do not groom Children or Young People but abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports and religious activities, in internet chatrooms, in social media or by other technological channels.

¹ <https://www.facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk/harm-and-neglect>

Reporting a Suspicion or Allegation of Child Abuse Form – Confidential

Form to be completed by person who has concern/suspicion or has been informed/witness to the abuse.

Before completing, ensure the procedures outlined in *Responding to Suspicions and Allegations of Child Abuse Procedure (Appendix 4)* have been followed and advice has been sought from the relevant government agency and/or police.

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



Government agency contacted	Who: When: Advice provided:
President and/or MPIO contacted	Who: When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position: Signature: / /
Signed by	Complainant (if not a child)

Submit form to any or all of these people:

- Member Protection Information Officer: feedback@seasiders.com.au
- President: president@seasiders.com.au

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.