

Brunswick Hockey Club

MEMBER PROTECTION POLICY

VERSION 1.3

August 2019

Brunswick Hockey Club – Member Protection Policy

Policy History Log

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PART A – MEMBER PROTECTION POLICY

1. INTRODUCTION

Our Vision: “To be a leading hockey club”

Our Mission: “Provide a sociable and responsible club where hockey can be enjoyed by everyone”

Our Values: “Service to our members and players. Growth and development of our club and players. Professionalism and ethics in all our actions. Competitiveness and a will to win”

2. PURPOSE OF OUR POLICY

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

3. WHO OUR POLICY APPLIES TO

Our policy applies to everyone involved in the club including committee members, administrators, coaches, officials (e.g. umpires), players, parents and spectators.

4. EXTENT OF OUR POLICY

Our policy covers unfair decisions (e.g. team selection) and actions, breaches of our Club Policies (Part B) which includes behaviour that occurs at practice, in the club rooms, at social events organised or sanctioned by the club (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings our club or sport into disrepute or there is suspicion of harm towards a child or young person.

5. CLUB RESPONSIBILITIES

We will:

- implement and comply with our policy;
- promote our policy to everyone involved in our club;
- promote and model appropriate standards of behaviour at all times;
- appoint a Member Protection Information Officer (MPIO) – refer **Attachment 7**
- Appoint an Inclusion Ambassador – refer **Attachment 8**
- respond to breaches or complaints made under our policy promptly, fairly, and confidentially;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to Hockey Victoria.

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national body request to be referred to them.

6. INDIVIDUAL RESPONSIBILITIES

Everyone associated with our club must:

- comply with the standards of behaviour outlined in our policy;
- treat others with respect;

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- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour;
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour.

7. PROTECTION OF CHILDREN

7.1 Child Protection

The Brunswick Hockey Club is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times. We also support the rights and wellbeing of our volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

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

7.1.1 Identify and Analyse Risk of Harm

The Brunswick Hockey Club will develop and implement a risk management strategy, which includes a review of existing child protection practices, to determine how child-safe and child-friendly the organisation is and to determine what additional strategies are required to minimise and prevent risk of harm to children because of the action of a volunteer or another person.

7.1.2 Develop Codes of Conduct for Adults and Children

The Brunswick Hockey Club will ensure that the organisation has guidelines that specify standards of conduct and care when dealing and interacting with children, particularly those in the organisation's care. The organisation will also implement a code of conduct to address appropriate behaviour between children.

The guidelines are set out in Attachment 2.

7.1.3 Choose Suitable Volunteers

The Brunswick Hockey Club will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children (in prescribed positions).

The Brunswick Hockey Club will ensure that working with children checks are conducted for volunteers working with children, where an assessment is required by law.

7.1.4 Support, Train, Supervise and Enhance Performance

The Brunswick Hockey Club will ensure that volunteers who work with children or their records have ongoing supervision, support and training such that their performance is developed and enhanced to promote the establishment and maintenance of a child-safe environment.

7.1.5 Empower and Promote the Participation of Children in Decision-Making and Service Development

The Brunswick Hockey Club will promote the involvement and participation of children and young people in developing and maintaining child-safe environments.

7.1.6 Report and Respond Appropriately To Suspected Abuse and Neglect

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

The Brunswick Hockey Club will make all volunteers aware of their responsibilities under respective state laws if they have suspicion on reasonable grounds that a child has been or is being abused or neglected – refer **Attachment 9**.

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In addition to any legal obligation, if any person feels another person or organisation bound by this policy is acting inappropriately towards a child or is breaching the code'(s) of practice set out they may make an internal complaint. Please refer to our complaints procedure outlined in **Attachment 6** of this policy. This will explain what to do about the behaviour and how the Brunswick Hockey Club will deal with the problem.

7.2 Supervision

Members under the age of 18 must be supervised at all times by a responsible adult. Our club will provide a level of supervision adequate and relative to the members' age, maturity, capabilities, level of experience, nature of activity and nature of venue. If a member finds a member under the age of 18 is unsupervised, they should assume responsibility for the member's safety until the parent/guardian or supervisor can be found.

Parents must turn up on time to collect their child for reasons of courtesy and safety. If it appears a member will be left alone at the end of a training session with just one child, they will ask another member to stay until the child is collected.

7.3 Taking Images of Children

Images of children can be used inappropriately or illegally. The club requires that members, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If the club uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will not display information about hobbies, likes/dislikes, school, etc. as this information can be used as grooming tools by pedophiles or other persons. We will only use appropriate images of a child, relevant to our sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

8. ANTI-HARASSMENT, DISCRIMINATION AND BULLYING

Our club opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers. Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Our club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the club (see Responding to Complaints).

9. INCLUSIVE PRACTICES

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

9.1 People with a disability

Where possible we will include people with a disability in our teams and club. We will make reasonable adaptations (e.g. modifications to equipment and rules) to enable participation.

9.2 People from diverse cultures

We will support and respect people from diverse cultures and religions to participate in our club and where possible will accommodate requests for flexibility (e.g. modifications to uniforms) Refer **Attachment 3**.

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9.3 Sexual & Gender Identity

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

9.4 Pregnancy

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision making about the way they participate in our sport. We recommend pregnant women to consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation.

RESPONDING TO COMPLAINTS

9.5 Complaints

Our club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness (natural justice), that is:

- all complaints will be taken seriously;
- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be fair and reasonable.
- More serious complaints may be escalated to Hockey Victoria.

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

9.6 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. Section Representative or President) will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes; and
- maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to Hockey Victoria; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to Hockey Victoria and an investigation is conducted, the club will:

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- co-operate fully;
- ensure the complainant and respondent are not victimized;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on Hockey Victoria's recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

9.7 Disciplinary Measures

Our club will take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- Be applied consistent with any contractual and employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach;
- Be determined by our Constitution, By Laws and the rules of the game.

Possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- withdrawal of any awards, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our club considers reasonable and appropriate.

9.8 Appeals

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by our club to Hockey Victoria. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.

10. SOCIAL MEDIA POLICY

Members and affiliates of Brunswick Hockey Club will be expected to uphold high standards of conduct and behaviour as outlined in our member protection policy.

10.1 Purpose

To protect the reputation of Brunswick Hockey Club, its members and affiliates. To ensure Brunswick Hockey Club's reputation is not tarnished by anyone using social media tools inappropriately.

To outline the expected behaviour of those using Brunswick Hockey Club's social media and ensure its use is consistent with Brunswick Hockey Club's values and policies.

10.2 Scope

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This policy covers all forms of social media. Social media includes, but is not limited to, Facebook, the BHC Website, Twitter, Instagram. The policy relates to anything posted online that might affect members, stakeholders, sponsors or Brunswick HC as an organisation.

10.3 Guiding Principles

- Users of social media must assume that everything they write can be traced back to them.
- Users should consider the web as a permanent record of online actions and opinions.
- Users should use best endeavours to ensure Brunswick HC's intellectual property and its relationships with sponsors and stakeholders is not compromised.
- Users must refrain from including personal information about themselves or others in posts.
- Users should only present their own views and not impersonate or falsely represent any other person.
- Users must ensure they are not abusive and do not harass or threaten others.
- User must not make defamatory or libellous comments.
- Users must not use insulting, provocative or hateful language.
- Users must not use obscene or offensive language.
- Users must show courtesy and respect for others at all times.
- Users should use social media networks to add value and promote hockey in a positive way.

10.4 Usage

- Only authorised Users should use Brunswick HC's social media networks.
- Users who are authorised to represent Brunswick HC through social media are expected to follow the guidelines set out in this policy.
- Users should be aware that Brunswick HC can track and identify the source of any posts. Any comments that contravene these guidelines will be escalated as required.
- Users should request written consent to create a new page or forum from secretary@bruswickhockeyclub.org.au.
- Users should seek the appropriate permission for the use of logos or images from secretary@bruswickhockeyclub.org.au.
- Users must seek written permission of a child's parent and /or guardian before images of minors can be used/replicated. Permission should be requested from Juniors@brunswickhockeyclub.org.au.
- Users posts must not contain, nor link to, pornographic or indecent content.
- Users must not use Brunswick HC pages to promote personal projects.
- All material published or used must respect the copyright of third parties.

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10.5 Breach of Policy

Brunswick HC will monitor online activity in relation to the organisation and its members. Detected breaches of this policy should be reported.

If detected, a breach of this policy may result in disciplinary action.

PART B – CLUB POLICIES

Attachment 1: Acceptable Behaviour Policy

Attachment 2: Working With Children

Attachment 3: Cultural Inclusion Policy

Attachment 4: Alcohol Policy

Attachment 5: Smoke Free Environment

Attachment 6: Procedure for Handling Allegations of Child Abuse

Attachment 7: Member Protection Information Officer (MPIO)

Attachment 8: Inclusion Ambassador

Attachment 9: Volunteer Policy

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ATTACHMENT 1: ACCEPTABLE BEHAVIOUR POLICY

Principles

- Mission of the Brunswick Hockey Club – “Provide a sociable and responsible club where hockey can be enjoyed by everyone”
- Brunswick Hockey Club code of conduct for players, spectators and officials (refer below)
- Brunswick Hockey Club constitution
- [Hockey Victoria recommended codes of behaviour](#)
- Hockey is a team game and therefore individual’s personal feelings and interests sometimes will be outweighed by the team’s goals

Policy

Preamble: The Brunswick Hockey Club asserts that providing a responsible environment means abiding by the principles of sportsmanship and understanding the importance of teamwork and team commitment.

The Brunswick Hockey Club expects all members to:-

- Respect the rights of fellow members, the rights of members of other hockey clubs as well as the rights of individual members of the general community
- Avoid making inappropriate verbal or written comment regarding other individuals or clubs
- Refrain from entering into physical or verbal confrontations with the other individuals
- Always approach matches with a positive sense of sportsmanship
- Dutifully and respectfully obey the decisions of umpires and administrators, irrespective of personal opinion
- Generally maintain a level of behaviour that could only be seen as to enhance the image and reputation of the Brunswick Hockey Club and its members
- Accept the authority of the Committee in resolving issues relating to incidents regarding inappropriate behaviour

Boundaries of Policy

All members of the Brunswick Hockey Club are considered to be acting as a member (and therefore a representative) of the hockey club when they are participating in a Hockey Victoria endorsed match or event, or while at the Brunswick Hockey Club’s ground or clubrooms, or any functions and activities of the Brunswick Hockey Club. Participating can include but shall not be limited to:-

- Playing
- Coaching (including all coaching support personnel – Managers, Assistant Coaches etc.)
- Umpiring
- Officiating
- Spectating
- Socialising
- Working

At training

Members who disrupt training will in the first instance be given a verbal warning by their particular coach. (Refer to player code of behaviour). Continuing disruptive behaviours will result in a written warning (which in the case of juniors will be sent to the members’ parents). Continuing disruptive behaviours after a written warning will result in the member being suspended from training for a nominated period.

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At games: Behaviour

Offensive and abusive behaviour towards anyone at any game will result in a verbal warning. Continuing such behaviour will result in the member being required to appear before (with their parent(s) in the case of juniors) the club disciplinary committee to explain why they should not be suspended for the following match.

At games: Following direction

A member's continual refusal to follow reasonable direction by the team coach or follow team rules will not be permitted to continue in that game and their future selection in that team will be considered by the selection committee.

Off-field Behaviour

Offensive and abusive behaviour towards anyone at any game will result in a verbal warning. A members continuing failure to adhere to the spectator/parent code of conduct may be asked to leave the ground and/or to be referred to the club disciplinary committee by an umpire, coach, team manager or section Representative.

Yellow and Red Cards

Hockey Victoria has rules and penalties for players receiving red and yellow cards – refer Hockey Victoria website. In addition to Hockey Victoria's rules, the club has the following policies:

- 1) A member receiving two yellow cards per season for umpire dissent / abuse may be asked to appear before the club disciplinary committee.
- 2) A member receiving four yellow cards per season will be required to appear before the club disciplinary committee.

Note: Two yellow cards in a game do not equate to a red card and yellow cards do not carry over from one season to the next.

- 3) A member receiving a red card during a match will be required to appear before the club disciplinary committee.
- 4) A member reported to H.V. or the club by an umpire, parent, or opposition is required to appear before the club disciplinary committee.
- 5) A member disciplined under point 3 above for receiving a red card will be automatically excluded from all club awards (e.g. best and fairest, coaches award etc.) for the teams in which the player has played during the year.
- 6) If a player who has been disciplined for a four yellow card violation or a red card violation in the season receives a further two yellow cards, then they will be required to appear before the club disciplinary committee.

Team Managers are required to report all yellow and red cards in the Hockey Victoria reporting system.

Disciplinary Committee

Disciplinary Committee meetings shall consist of at least three and no more than five current members of the Committee. The meeting will be chaired by one of the Committee members nominated to do so prior to the meeting. The meeting shall be conducted in privacy and any individuals other than members of the Committee and the member directly concerned shall only be present while they are directly involved in the process of the meeting. Minutes of the meeting shall be taken by one of the Committee members and included in the monthly minutes of the Committee.

Any senior player called to attend a Disciplinary Committee hearing regarding a breach of the Discipline Policy may nominate to have an advocate (non-legal) from the club to be present at the hearing and act for the player if the circumstances warrant.

Any junior player must have an advocate (non-legal and who is not a parent) present at the hearing to represent the player if the circumstances warrant.

The parents of a junior player may attend the hearing but will only be permitted to address the hearing at the invitation of the chair of the hearing.

The Disciplinary Committee Meeting proceeds based around the following format:-

- Introduction (by meeting Chairperson)

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- Summary of documents tendered (by meeting Chairperson)
- Interview of witnesses etc. (by Committee and individual member concerned)
- Statement by individual member
- Interview of individual member (by the Committee)
- BREAK
- Findings of Committee presented
- Conclusion of meeting (by meeting Chairperson)

As any disciplinary action must be decided upon by a quorum of Committee, the individual concerned may not necessarily be informed of the punishment for their breach at the conclusion of the meeting; in such a case the result will be presented by a Committee member (in writing) to the member within 72 hours of the meeting's conclusion.

Disciplinary Measures

Any and all disciplinary measures imposed on a member are at the discretion of the Committee. Breaches shall be judged on their individual merits, and disciplinary measures shall be imposed accordingly. The player's prior history will be taken into account in determining the disciplinary measure. All disciplinary measures are to be agreed upon by a quorum of the Committee.

Scope

Policies in this section refer to all 'home and away' as well as finals games and training.

Policies in this section are applicable to all sections of the club.

Status

The Brunswick Hockey Club Acceptable Behaviour Policy will be regularly reviewed by the Committee and may be amended by the Committee at its discretion.

Brunswick Hockey Club Code of Behaviour

Player Code:

- Abide to the rules of hockey
- Listen to and follow the directions of my coach
- Refrain from arguing with umpires, officials, team mates and/or opposition players/supporters
- Do not bring the game of hockey into disrepute
- Respect the rights, dignity and worth of others, regardless of gender, ability, culture and religious background
- Be responsible and a role model for the club

Spectator / Parent Code:

- Support your club fairly and discourage offensive behaviour
- Respect the rights of opposition players and umpires
- Respect the roll, actions, and decision of coaches
- Encourage a friendly, sociable and responsible environment at games

Official Code:

- Be responsible and accountable for your actions
- Listen to others and be open minded about issues raised
- Respect the rights of all players, officials, umpires and supporters
- Provide a safe and friendly environment at games and the club

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ATTACHMENT 2: WORKING WITH CHILDREN

Requirements:

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

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

For more information: <http://www.justice.vic.gov.au/workingwithchildren> or 1300 652 879

Guidelines

MAINTAIN APPROPRIATE BOUNDARIES

Coaches and other personnel in positions of authority should maintain clear:

Physical boundaries

- Use drills to develop fitness, not as a punishment.
- Only use physical contact that is appropriate for the development of a particular skill.
- Work within sight of others at all times.

Emotional/verbal boundaries

- Use positive feedback on performance, not negative feedback about the person.
- Be encouraging and avoid put-downs.

Social boundaries

- Attend sport-related events such as sponsorship and fund-raising events, celebrations and annual meetings but don't socialise with athletes outside sporting functions.

Sexual boundaries

- Don't have sexual relationships with athletes you're coaching.
- Don't touch athletes in ways likely to make them feel uncomfortable.

Minimise physical contact

Generally physical contact with players/athletes should be to:

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

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All physical contact by personnel should fulfil the following criteria:

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

Avoid being alone with a child

To protect both yourself and a child from risk:

- Do not isolate yourself and a child and avoid being alone with any particular child.
- If a child approaches you and wants to talk to you privately about a matter, do so in an open area and in the sight of other adults (e.g., other coaches, officials or parents/guardians).
- Before going into change rooms knock or announce that you will be coming in. Try to have at least one adult with you in a change room with children.

MAINTAIN CONTROL – AVOID LOSING YOUR TEMPER

Adopt positive language and behaviour (e.g., avoid bad or aggressive language that could intimidate a child or set a poor example).

If you find that you regularly lose your temper with children, you should seek support in learning how to manage children's behaviour so that you don't lose your temper or consider whether you have the patience to work with children.

Some ideas to assist with maintaining control include:

- Set up some basic rules at the beginning of the season such as be nice but firm, be fair, follow instructions, have a go, no put downs. Make sure children are aware of these rules. "Nice but firm" avoids creating problems of ambiguity as it makes it clear where an adult stands in relation to the child. I think being "fair" is also important because of the strong message it sends to young, impressionable children.
- Give positive messages
- Have a time out area for children and young people that are not behaving. This should be simple such as an agreed T sign with the hands that children know means to go to time out for two minutes.
- Adopt a card system to express concerns with a child's behaviour rather than becoming verbally agitated. For example a yellow card is a warning, two yellow cards means time out for two minutes and a red card could mean the child misses out of next week's game.

MAKE SURE PARENTS ARE CLEAR ABOUT COLLECTION OF THEIR CHILDREN

Parents need to be responsible for the collection of their children from practise and games. A list of actions that could help include:

- Have a register of parent/guardian emergency contact numbers and make sure coaches/officials have access to a phone.
- Letting children, parents/guardians know practise and game times, when they can expect to collect their children and that it is not your responsibility to transport children home if parents are delayed.
- Asking the second to last child and their parent/ guardian to wait with the coach/official and the child.
- Getting parents to collect their children from the club room (e.g., if you have a club room where there will be other people).
- If there are other people at the ground or facility, wait for the parent/guardian closer to those people. In the meantime try to make contact with the parent/ guardian.

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- Avoid the risk of being alone with a child by having a parent/guardian or support person assist you with the training. Require that person to wait until all children have left.

QUALIFIED PERSONNEL SHOULD ATTEND TO INJURIES

Only personnel who are qualified in administering first aid or treating sports injuries should attempt to treat an injury. Personnel should avoid treating injuries out of sight of others. Other considerations include:

- The comfort level and dignity of the player/participant should always be the priority.
- Only uncover the injured area, or drape private parts of the player/participants body.
- Always report injuries and any treatment provided to parents and document an incident. Clubs should keep an injuries register that will contain basic information about the time and date of the injury, where it occurred, what it was, the treatment provided and by whom, and whether further medical attention was required or recommended.
- If necessary, seek medical attention as soon as possible or recommend that parents seek medical attention.

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ATTACHMENT 3: CULTURAL INCLUSION POLICY

Brunswick Hockey Club welcomes, encourages and supports the inclusion of people from migrant and refugee backgrounds in all areas of the organisation.

Aims:

Brunswick Hockey Club aims to provide an environment where people from migrant and refugee backgrounds feel:

- Welcome
- Represented
- Included in decision making
- Able to participate
- Free from discrimination and racism.

Policy:

The policy is based on the following principles:

- That Australia is a multicultural nation with a diversity of cultures.
- Cultural and religious diversity is a strength to be respected and used for the development of a tolerant, cohesive society.
- All Australians have the right to express and share their cultural heritage.
- All Australians have the responsibility to respect the cultural heritage, religion and language of others.
- All Australians have the right to become members of the Brunswick Hockey Club, participate in our activities, use resources and access our programs.
- That barriers to participation are removed in the planning and delivery of our activities.

Commitment:

Brunswick Hockey Club shows its commitment to cultural inclusion by:

- Adopting strategies to ensure its commitment to being an inclusive organisation.
- Pursuing strategies to increase participation and inclusion by young people from migrant and refugee backgrounds.
- Implementing strategies that allocate responsibility for inclusion to the whole organisation.
- The Committee of Management and officials will lead these strategies and regularly review them.
- Reviewing these strategies and policies and their implementation regularly.
- Seeking the advice and input of key stakeholders in the migrant and refugee community when reviewing or developing these strategies.

Uniform Policy:

Brunswick Hockey Club recognises that in circumstances where religious and cultural beliefs conflict with the club's standard dress code, that modification to the standard uniform may be required. This may include, but is not restricted to:

- The wearing of traditional Muslim head scarf.

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- The wearing of leggings or tracksuits to cover legs.
- The wearing of long sleeve top to cover arms.

Brunswick Hockey Club requires that headscarves can be tied but are not to be fastened with any pins or sharp objects.

Colours of headscarves or other garments must be in accordance with, or resemble the official colours of the club.

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ATTACHMENT 4: ALCOHOL POLICY

Club commitment

- Brunswick Hockey Club supports the responsible consumption of alcohol and takes seriously any inappropriate behaviour that results from excessive drinking.
- Alcohol-free social events will be provided for young people and families.
- The Club will not endorse or support events, celebrations or end of season trips that involve excessive consumption of alcohol.

Serving Alcohol

Alcohol will be served in compliance with the requirements of our club's liquor license and in accordance with the safety and wellbeing of patrons.

- The Club will aim to only permit trained servers to serve alcohol.
- The liquor licence will be displayed at the bar.
- Excessive or rapid consumption of alcohol will be discouraged.
- A person aged under 18 will not be permitted to be behind the bar under any circumstances.
- A committee member will be present at events where alcohol is served.

Intoxicated patrons

- Alcohol will not be served to any person who is intoxicated. Signs of intoxication include slurred speech, impaired balance, poor coordination, reduced inhibition, aggressive, belligerent and disrespectful behaviour.
- All servers will follow procedures, provided in their training by the Liquor Licensing Commission, for dealing with and refusing alcohol to intoxicated patrons.
- Intoxicated patrons will be asked to leave. Safe travel options will be suggested.

Underage drinking

- People aged under 18 will not knowingly be served alcohol.
- Staff will request proof of age, where appropriate, and only photo ID will be accepted.

Safe transport

- Bar staff shall encourage members and visitors to make alternate safe transport arrangements if they are considered to exceed .05 blood alcohol concentration (or .00 if probationary driver)
- Telephone calls will be made free of charge to arrange a taxi or other transport
- Contact telephone numbers for taxi services will be clearly displayed
- In specific cases, where a designated driver nominated by the club has accepted the responsibility to drive others home safely, the club will provide non alcoholic drinks and bar food free of charge
- Free non-alcoholic drinks and bar snacks for designated drivers
- Bar servers will be provided non alcoholic drinks and bar food free of charge by the club (only for club bar staff)
- Where available club transport will be provided to/from events
- Provide a list of local taxi companies for members to call after a club
- Taxi vouchers will be considered as part of selected raffle prizes/player awards
- Committee will pre-order taxis to arrive at the venue at the conclusion of the function

Food and other drinks

- A range of snacks will be available when alcohol is served.

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- The club will provide a selection of low-alcohol and alcohol-free drinks, such as fruit juice and soft drink, at the bar and at social functions. Free jugs of water will also be available.
- Tea and coffee will be provided at the bar during social functions.

Promoting the responsible use of alcohol

- Posters about responsible drinking and standard drinks measures will be prominently displayed.
- We will educate members and supporters about our alcohol policy through our website, newsletter and other club communication.

Member Commitment

All members and sporting personnel are required to comply with the following.

- Drink and behave responsibly at all club functions and events.
- Do not supply alcohol to team members if they are aged under 18.
- Do not drink alcohol at the club, club functions, and matches or while away on trips if you are aged under 18.
- Do not encourage others to drink alcohol excessively.
- Do not encourage or take part in team bonding activities that involve alcohol.
- Do not spike another person's drink.

Non-Compliance

The club will take action for breaches of behaviour and responsibilities outlined in this policy.

- If members or sporting personnel become drunk at the club or other social events they will be asked to leave. On-going instances of intoxication will be in breach of our Code of Behaviour and can result in disciplinary action (e.g. suspension or termination of membership).
- Spiking of drinks is a criminal offence that can be reported to police by victims. It can lead to serious police charges being laid against the offender/s. Separate action can be taken as a breach of our state sporting organisation's and our club's Member Protection Policy to provide for the protection, safety and welfare of members.
- Serving alcohol to a minor is a criminal offence that can be reported to the police and the relevant liquor licensing authority by victims and their parents. It can lead to heavy fines. Separate action can be taken as a breach of our state sporting organisation's and our club's Member Protection Policy to provide for the protection, safety and welfare of children.
- Any person aged under 18 found to have consumed alcohol while at a club function or on a trip in the care of the club (e.g. while attending a country carnival) may be suspended for the remainder of the competition/tournament. The young person's parents shall be advised and will be responsible for getting their son/daughter home at their own expense.
- Any member or sporting personnel found to have behaved inappropriately because of over-consumption of alcohol (e.g. sexual harassment, verbal abuse, physical assault, and neglect of a child) will face disciplinary action as outlined in our Member Protection Policy.

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ATTACHMENT 5: SMOKE FREE ENVIRONMENT

Purpose

The purpose of this policy is to make the Brunswick Hockey Club and its environs smoke free and to comply with current legislation

Rationale

The Brunswick Hockey Club has recognised that passive smoking (inhaling secondhand smoke) is hazardous to health and that non-smokers should be protected from tobacco smoke. Passive smoking can lead to other serious illnesses such as bronchitis, lung cancer, cardiovascular disease, and chest illnesses in children.

Accordingly the following policy has been developed by the club to help protect our members and visitors health and complement the club's desire to create a healthy family friendly environment. The Club believes that such an environment and image will be advantageous in attracting new members and positively promoting the club in the community.

Legislation and the legal duty of care also provide reasons to have a SmokeFree club. Under common law the club has a legal duty of care to ensure that employees, volunteers, players and officials are not exposed to potentially harmful situations. The Occupational Health and Safety Act also stipulates that employees and working volunteers must have a safe environment to work in.

Who is affected by the policy?

This policy applies to all facilities, functions and activities of the Brunswick Hockey Club and applies to all members, administrators, officials, coaches, players of the club and visitors to the club.

New laws

From 1st April 2014, under the Tobacco Act 1987 smoking is prohibited within 10 metres of outdoor public children's playground equipment, skate parks and sporting venues during organised underage sporting events, as well as in the outdoor areas of public swimming pools. This includes training or practice sessions. The ban also applies to outdoor dining and drinking areas within 10 meters of an outdoor public sporting venue.

For more information:

Visit www.health.vic.gov.au/tobaccoreforms

Call the Tobacco Information Line on 1300 136 775

To view the legislation visit <http://www.legislation.vic.gov.au> and search Tobacco Act 1987

Further information can be found by clicking the following link:

<http://www.health.vic.gov.au/tobaccoreforms/smoke-free-children-rec-areas/index.htm>

The club recognizes its responsibilities in the relation to the new laws and will, within reason, encourage compliance by any person attending our facilities. In accordance with the new laws, the following areas are Smoke Free:

- Areas within 10 meters of the ground
- Changing rooms
- Toilet blocks
- Near entries and exits of buildings, facilities, and the ground
- Within 10 metres in front of the club rooms.
- All areas within the Club rooms

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Behavioural expectations

The club recognises that role modelling can have a significant impact upon the junior members of the club. Hence, the following individuals and groups are to refrain from smoking while they are acting in an official capacity for the club or while in club uniform:

- Coaches (when coaching or representing the club)
- Team Managers (when managing or representing the club)
- Officials (when representing the club)
- Volunteers (when representing the club)
- Players (when in uniform and representing the club)

Coaches and managers will also speak to junior players about the effects of smoking on performance.

Promotion of the policy

The following mediums will remind patrons about the club's Smoke Free Policy:

- Non-smoking signs
- Club correspondence (newsletters etc)
- Club website

How will the ban be enforced?

There is strong community support for banning smoking at public places regularly attended by children. This means most people will voluntarily comply with the smoking ban and expect others to do so.

Inspectors authorised under the Tobacco Act 1987 may provide information about and, when necessary, enforce the ban. The first priority of the inspector is to make sure smokers understand the ban. Inspectors may not be available to respond to every complaint, but where circumstances allow, may attend in response.

What penalties might apply?

The maximum penalty for someone breaking this law is five penalty units, with an infringement penalty of one penalty unit. As at 1 July 2013, a penalty unit is valued at \$144.36

Non-compliance strategy

The following four-step non-compliance strategy will be followed if anyone breaches the club's Smoke Free Policy.

1. Assume that the person is unaware of the Smoke Free Policy.
2. The person will be reminded that it is now illegal to smoke with 10 meters of the playing areas and other areas as indicated in this policy and that fines can apply.
3. A club representative will approach the person breaching the policy and politely ask them to refrain from smoking and remind them about the Smoke Free Policy. There are leaflets that explain the new laws available in the kiosk to hand out to people breaching the policy.
4. If the offence continues the club may notify the relevant inspectors authorised to enforce the ban.

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ATTACHMENT 6: 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 in the Club in any 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 government agencies.

Step 1 – Initial Receipt of an Allegation

If a child or young person 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 Section Representative or President 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 Section Representative and/or President will assess the risks and take interim action to ensure the child's/children's safety. Action Hockey Australia, State Association, Affiliated Association/Affiliated Club may implement 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 Member Protection Information Officers (MPIO) role to undertake action such as redeploying someone and seek legal advice if person is in a paid employment.
- The Section Representative and/or President will consider the kind of support that the child/ren and parents may need (e.g. counselling, helplines, support groups).
- The Section Representative and/or President will address the support needs of the alleged offender.
- The Section Representative and/or President 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

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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 the Club and/or Hockey Victoria)
- Irrespective of the findings of the child protection and/or police inquiries, the Club and/or Hockey Victoria will assess the allegation to decide whether the person should be reinstated, banned, have their position terminated or any other action.
- If disciplinary action is taken, the Club and/or Hockey Victoria will advise and provide a report to the relevant government authority should this be required.

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ATTACHMENT 7: MEMBER PROTECTION INFORMATION OFFICER (MPIO)

Role of the MPIO:

- The MPIO is the club contact for any enquiries, concerns or complaints around harassment and abuse.
- An independent person who will listen, provide confidential information and advice and support the person who has a concern or issue they need assistance with.
- The MPIO will assist the club deal with the issue efficiently and effectively.
- Where a resolution cannot be achieved the MPIO can draw upon their training and knowledge seeking the assistance of an alternative agency to help the parties involved.
- The MPIO can undertake a briefing with coaches, managers, teams to emphasis the clubs commitment to providing a positive and harassment free environment for all members.
- The MPIO will be able to draw upon their knowledge to assist the club develop strategies to promote their commitment to providing a positive and harassment free environment.

The value of an MPIO

The MPIO plays a key role in ensuring our club and our sport is safe, fair and inclusive. MPIOs do this through ensuring club members and administrators know their rights and responsibilities and ensuring policies that focus on member protection are being implemented. Such policies may include but are not limited to the complaints policy and procedures, child protection policies, harassment and discrimination policies.

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ATTACHMENT 8: INCLUSION AMBASSADOR

Purpose of the Inclusion Ambassador

To work in conjunction with Hockey Victoria to support and promote a safe, welcoming and inclusive environment for all throughout the Hockey community.

Benefits of having an Inclusion Ambassador

- Help attract and retain new members
- A greater awareness of the club within the local community and our achievements
- Increased skills and abilities
- Ability to make a positive contribution to overall health and well-being of the community
- Enables more people to be involved in Hockey
- Develop a closer working relationship with Hockey Victoria

Desirable attributes of an Inclusion Ambassador:

- Be friendly in approaching others
- Be very accepting of all people and keen to develop a diverse membership base
- Be a person who can develop good relationships internally and externally
- Be empathetic and culturally sensitive to new and current members
- Be a good communicator and a good role model with a positive image for the club

Specific duties of the Inclusion Ambassador:

- Act as a point of contact for inclusion information, queries and assistance for their target groups
- Promote Hockey Victoria programs and initiatives within your club and communities
- Assist with promotion through Hockey Victoria's participation events
- Act as the 'meet and greet' person at club registration days and other events
- Take members through an induction process
- Provide new members with a welcome pack
- Seek individuals to act as 'buddies' to assist new members settling in
- Be across all club programs and promote these programs amongst members
- Act as a point of contact for inclusion information, queries and assistance with target groups
- To be a committee member and advocate for inclusion within club activities & programs
- To lead a small group of club members/community members in driving these initiatives

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ATTACHMENT 9: VOLUNTEER POLICY

Introduction

Brunswick Hockey Club relies heavily on the unpaid work of volunteers and values their contribution highly. Brunswick Hockey Club believes that volunteering provides people the opportunity to:

- Have fun.
- Socialise.
- Learn new skills.
- Give something back.
- Help others.
- Fill in time.
- Develop new friends.
- Build self confidence and self image.
- Explore career opportunities.
- Feel needed, useful and appreciated.

Club Responsibilities

It is the responsibility of the Committee of Brunswick Hockey Club to appoint a Volunteer Coordinator. The Volunteer Coordinator shall be responsible for organising the recruitment, training, and supervision of volunteers. The Volunteer Coordinator shall report to the President. The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the work of the supervisor.

The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The President shall report to the Committee regularly on the Brunswick Hockey Club volunteer program.

Volunteer Rights and Responsibilities

Volunteers have the right to:

- An orientation to the club.
- A clear job description.
- Job satisfaction.
- Support and respect from the club and co-workers.
- Guidance from someone who is experienced and well informed.
- Be involved in decision making.
- Have access to training if needed.
- Know who they are accountable to and have clearly defined channels of communication open to them.
- Know what tasks they will be expected to perform and say “no” to tasks they are unable to do or do not want to do.

Volunteers have the responsibility to:

- Be sure they have the time to take on the position/task.
- Be loyal – offer suggestions, but don’t “knock” other people’s ideas.
- Be willing to learn – training is essential to any job well done.
- Keep on learning – know all you can about your organisation and your job.
- Welcome supervision – you will do a better job and enjoy it more.
- Speak up – ask about things you don’t understand.
- Be dependable – do what you agree to do.

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- Be a team player – respect the function of other staff and treat them fairly.
- Provide feedback on the work being done.

Procedures

Recruitment

Recruitment of volunteers shall take into account Brunswick Hockey Club's commitment to cultural diversity.

Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions.

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PART C: REPORTING REQUIREMENTS AND DOCUMENTS/FORMS

ATTACHMENT C1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

MPIO Name		Date: / /
Complainant's Name		
	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
Role/status in Club/ Association	<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"/> Official
	<input type="checkbox"/> Other	
Location/event of alleged issue		
Facts as stated by complainant		
	<input type="checkbox"/> Harassment	<input type="checkbox"/> Discrimination

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<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Pregnancy <input type="checkbox"/> Disability <input type="checkbox"/> Child Abuse <input type="checkbox"/> Other	<input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Bullying <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimisation
<p>Feelings expressed by complainant (completing this may help to separate emotional content from facts)</p>		
<p>What they want to happen to fix issue</p>		
<p>What information I provided</p>		
<p>What they are going to do now</p>		

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

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ATTACHMENT C2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name			Date Formal Complaint Received: / /
	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18	
Role/status in Club/ Association	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Official	
Name of person complained about			
	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18	
Role/status in Club/ Association	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Official	
Location/event of alleged issue			
Description of alleged issue			
Nature of complaint (basis/grounds/category) Can tick more than one box	<input type="checkbox"/> Harassment <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Pregnancy <input type="checkbox"/> Disability <input type="checkbox"/> Child Abuse <input type="checkbox"/> Other	<input type="checkbox"/> Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Bullying <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimisation	
Methods (if any) of attempted informal resolution			
Support person (if any)			

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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 appeals 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 in Club/ Association: Signature: / /
Signed by:	Complainant: Respondent:

This record and any notes must be kept in a confidential 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 state/club level (whatever level the complaint was made).

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ATTACHMENT C3: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in **Attachment 6** 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 Club/ Association		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in Club/ Association	<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"/> Official <input type="checkbox"/> Other	
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	
Government agency contacted	Who: When: Advice provided:	

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CEO contacted	Who: When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position in Club/ Association: Signature: _____ / _____
Signed by	Complainant (if not a child)

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