

# MEMBER PROTECTION POLICY

Adopted by the Polocrosse Association of Australia Board on 22nd May 2016

Version 7

## Table of Contents

<b>PREFACE</b>	<b>3</b>
<b>PART A: NATIONAL MEMBER PROTECTION POLICY</b>	<b>4</b>
1. Introduction	4
2. Purpose of this policy	4
3. Who this Policy Applies To	4
4. Responsibilities of the Organisation	5
5. Individual Responsibilities	5
6. Position Statements	6
6.1 Child Protection	6
6.1.1 Identify and Analyse Risk of Harm	6
6.1.2 Develop Codes of Behavior	6
6.1.3 Choose Suitable Employees and Volunteers	7
6.1.4 Support, Train, Supervise and Enhance Performance	7
6.1.5 Empower and Promote the Participation of Children in Decision-Making and Service Development	7
6.1.6 Report and Respond Appropriately To Suspected Abuse and Neglect	7
6.2 Taking Images of Children	8
6.3 Anti-discrimination and harassment	8
6.3.1 Discrimination	8
6.3.2 Harassment	9
6.3.3 Prohibition against discrimination and harassment	9
6.4 Intimate relationships	9
6.5 Pregnancy	10
6.6 Gender identity	11
6.6.1 Gender identity discrimination and harassment	11
6.6.2 Participation in sport	12
6.6.3. Intersex status	12
6.7 Responsible service and consumption of alcohol	12
6.8 Smoke-free environment	12
6.9 Bullying	13
6.10 Social networking	14
6.11 Sexual Offence	14
7. Complaints Procedures	14
7.1 Complaints	14
7.2 Vexatious Complaints & Victimisation	15
7.3 Mediation	15

8. What is a Breach of this policy	15
9. Disciplinary Measures	16
9.1 Individual	16
9.2 Organisation	16
9.3 Factors to consider	17
10. Dictionary	17
<b>PART B: CODES OF BEHAVIOUR</b>	<b>21</b>
<b>PART C: SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS C3</b>	<b>21</b>
<b>ATTACHMENT C1 – REMOVED</b>	<b>22</b>
<b>ATTACHMENT C2</b>	<b>23</b>
MEMBER PROTECTION DECLARATION	23
<b>ATTACHMENT C3</b>	<b>24</b>
WORKING WITH CHILDREN CHECK REQUIREMENTS	24
Travelling to other states or territories	25
<b>PART D: COMPLAINT HANDLING PROCEDURES</b>	<b>26</b>
ATTACHMENT D1	26
COMPLAINTS PROCEDURE	26
INFORMAL APPROACHES	26
FORMAL APPROACHES	26
<b>ATTACHMENT D2</b>	<b>27</b>
MEDIATION	27
<b>ATTACHMENT D3</b>	<b>28</b>
PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE	28
Step 1: Receive the allegation	28
Step 2: Report the allegation	28
Step 3: Protect the child and manage the situation	29
Step 4: Take internal action	29
Contact details for advice or to report an allegation of child abuse	30
<b>D4 INVESTIGATION PROCESS</b>	<b>31</b>
<b>D5 TRIBUNAL PROCEDURES</b>	<b>31</b>
<b>ATTACHMENT E1</b>	<b>32</b>
CONFIDENTIAL RECORD OF INFORMAL COMPLAINT	32
<b>ATTACHMENT E2</b>	<b>34</b>
CONFIDENTIAL RECORD OF FORMAL COMPLAINT	34
<b>ATTACHMENT E3</b>	<b>37</b>
CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION	37

# PREFACE

The Polocrosse Association of Australia strives to ensure Polocrosse has a sports system that supports and offers improved participation and quality Polocrosse experiences for all members; and for excellence in sports performance at an Elite Level, enabling us to compete at an International level and retain our standing as the World's' best.

Our Vision is as outlined in the PAA Strategic Plan from time to time and the Associations objects as contained in the constitution.

*We are committed to: **Transparency; Respect; Honesty; Integrity; Working together and Inclusion***

The Member Protection Policy has been developed to ensure that all members are afforded with a positive experience whilst participating in all aspects of the Sport. The Policy provides members with an understanding of the expectations and remedies in the protection of our members.

The Polocrosse Association of Australia is committed to ensuring our young members are part of an environment that is a safe, supportive and positive for their enjoyment of the Sport; we strive to facilitate an environment free from all forms of harassment and discriminations for all members by conducting ourselves with appropriate standards of behaviour.

Polocrosse is a truly Australian Sport, and as such uphold the values and principles of The Essence of Australian Sport. We believe in **Fairness, Respect, Responsibility** and **Safety** for all within our Sporting community and accept the following standards:

- that we seeks to prevent all forms of harassment, discrimination and abuse and to promote positive behaviour and values;
- that inappropriate or unlawful behaviour will not be tolerated by the organisation;
- that this policy sets out codes of behaviour with which everyone associated with the organisation is expected to abide; and
- that disciplinary action will be taken against individuals if there is a breach of the policy.

The Polocrosse Association of Australia entrust that all our members, which includes affiliated State Associations, Clubs, players, officials, volunteers and contractors recognise and understand this policy. If you have any inquiries regarding the Policy please contact the Polocrosse Association of Australia on 1300 363 722.

# PART A: NATIONAL MEMBER PROTECTION POLICY

## 1. Introduction

Our Vision is to be a well connected, inclusive, innovative and progressive organisation delivering strong, sound leadership and demonstrating strong family values.

We are committed to:

- Transparency;
- Respect;
- Honesty;
- Integrity;
- Working together; and
- Inclusion

## 2. Purpose of this policy

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

The policy attachments outline the procedures that support our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, the Polocrosse Association of Australia may take disciplinary action against any person or organisation bound by this policy if they breach it.

This policy has been endorsed by the Board of the Polocrosse Association of Australia and has been incorporated into our By-Laws in accordance with clause 37 (a) of the Polocrosse Association of Australia Constitution. The policy starts on 26 May 2012 and will operate until replaced. Copies of the current policy and its attachments can be obtained from the Polocrosse Association of Australia website at [www.polocrosse.org.au](http://www.polocrosse.org.au) or by contacting the Association on 1300 363 722.

For information on the rights, responsibilities and requirements for people involved in our sport at the state and club level, please refer to the member protection policies of the relevant state association or club.

## 3. Who this Policy Applies To

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

**3.1** Persons appointed or elected to boards, committees and subcommittees;

**3.2** Employees of Polocrosse Association of Australia;



- 3.3** Members of the Polocrosse Association of Australia Executive;
- 3.4** Support personnel appointed or elected to teams and squads (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers);
- 3.5** Coaches and assistant coaches;
- 3.6** Players;
- 3.7** Referees, umpires and other officials involved in the regulation of the sport;
- 3.8** Members associate and affiliate members , including life members of the Polocrosse Association of Australia; and
- 3.9** Players, coaches, officials ( and their organisations if any) and other personnel participating in events and activities, including camps and training sessions, held or sanctioned by Polocrosse Association of Australia;
- 3.10** Spectators at polocrosse events

## **4. Responsibilities of the Organisation**

The Polocrosse Association of Australia and affiliates may make such amendments to their Constitution, Rules or Policies necessary for this policy to be enforceable to the extent necessary; and must

- 4.1** Adopt, implement and comply with this policy;
- 4.2** Publish, distribute and promote this policy and the consequences of breaches;
- 4.3** Promote and model appropriate standards of behaviour at all times;
- 4.4** Promptly deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner;
- 4.5** Apply this policy consistently;
- 4.6** Recognise and enforce any penalty imposed under this policy;
- 4.7** Ensure that a copy of this policy is available or accessible to the persons and associations to whom this policy applies;
- 4.8** Use appropriately trained people to receive and manage complaints and allegations [e.g. Member Protection Information Officers (MPIOs); and
- 4.9** Monitor and review this policy at least annually.

## **5. Individual Responsibilities**

Individuals bound by this policy are responsible for:



- 5.1** Making themselves aware of the policy and complying with its standards of behaviour;
- 5.2** Complying with our screening requirements and any state/territory “Working with Children” checks;
- 5.3** Placing the safety and welfare of children above other considerations;
- 5.4** Being accountable for their behaviour;
- 5.5** Following the procedures outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination , harassment or other inappropriate behaviour; and
- 5.6** Complying with any decisions and/or disciplinary measures imposed under this policy.

## **6. Position Statements**

### **6.1 Child Protection**

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

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

#### **6.1.1 Identify and Analyse Risk of Harm**

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

#### **6.1.2 Develop Codes of Behavior**

The Polocrosse Association of Australia will ensure that the organisation has codes of conduct we expect of adults that specify standards of conduct and care when dealing and interacting with children, particularly those in the organisation’s care. The organisation will also implement a code of conduct to address appropriate behaviour between children.

The code(s) of conduct will set out professional boundaries, ethical behaviour and unacceptable behaviour. (See Part B)

### 6.1.3 Choose Suitable Employees and Volunteers

The Polocrosse Association of Australia will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children (in prescribed positions).

This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

The Polocrosse Association of Australia will ensure that working with children checks/criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law.

If a criminal history report is obtained as part of their screening process, the Polocrosse Association of Australia will ensure that the criminal history information is dealt with in accordance with relevant state requirements. (See Part C)

### 6.1.4 Support, Train, Supervise and Enhance Performance

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

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

The Polocrosse Association of Australia will promote the involvement and participation of children and young people in developing and maintaining child-safe environments.

### 6.1.6 Report and Respond Appropriately To Suspected Abuse and Neglect

The Polocrosse Association of Australia will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

The Polocrosse Association of Australia will make all volunteers and employees aware of their responsibilities under respective state laws if they have suspicion on reasonable grounds that a child has been or is being abused or neglected. (See Part E)

In addition to any legal obligation, if any person feels another person or organisation bound by this policy is acting inappropriately towards a child or is breaching the code'(s) of practice set out they may make an internal complaint. Please refer to our complaints procedure outlined in attachment [C1] of this policy. This will explain what to do about the behaviour and how the Polocrosse Association of Australia will deal with the problem.

## 6.2 Taking Images of Children

Images of children can be used inappropriately or illegally. The Polocrosse Association of Australia requires that individuals and associations, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. 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 Polocrosse Association of Australia 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. We will seek permission from the parents/guardians of the children before using the images. We require our member associations and clubs to do likewise.

## 6.3 Anti-discrimination and harassment

The Polocrosse Association of Australia (PAA) is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination and harassment.

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against or harassed.

### 6.3.1 Discrimination

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by state or federal antidiscrimination laws.

The personal characteristics protected by anti-discrimination laws include attributes such as race, age, disability, gender and race. The full list of protected personal characteristics is in the "Definitions" set out in the Dictionary of Terms.

Discrimination can be either direct or indirect.

**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 purposes of determining discrimination, the offender's awareness and motive are irrelevant.

### 6.3.2 Harassment

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 State 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 is 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.

### 6.3.3 Prohibition against discrimination and harassment

We prohibit all forms of harassment and discrimination based on the personal characteristics listed in the “Definitions” set out in the Dictionary of Terms.

Any person who believes they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy is encouraged to raise their concerns with us. A person may make an internal complaint, and in some circumstances, they may also be able to make a complaint to an external organisation. (Refer to the attachments in Part D of this policy.)

## 6.4 Intimate relationships

The PAA understands that consensual intimate relationships (including, but not limited to sexual relationships) between coaches or officials and adult athletes may take place legally. However, this policy will help ensure that the expectations of coaches or officials are clear and, to ensure that if an intimate relationship does exist or develop between a coach or official and an adult athlete, that relationship will be managed in an appropriate manner.

Coaches and officials are required to conduct themselves in a professional and appropriate manner in all interactions with athletes. In particular, they must ensure that they treat athletes in a respectful and fair manner, and that they do not engage in sexual harassment, bullying, favoritism or exploitation.

The PAA take the position that consensual intimate relationships between coaches or officials and the adult athletes they coach should be avoided as they can have harmful effects on the athlete involved, on other athletes and coaches and on the sport’s public image. These relationships can also be perceived to be exploitative due to the differences in authority, power, maturity, status, influence and dependence between the coach or official and the athlete.

We recommend that if an athlete attempts to initiate an intimate relationship with a coach or official, the coach or official should discourage the athlete’s approach and explain to the athlete why such a relationship is not appropriate.

If a consensual intimate relationship does exist or develop between an adult athlete and a coach or official, the coach or official is expected to ensure that the relationship is appropriate and that it does not compromise impartiality, professional standards or the relationship of trust the coach or official has with the athlete and/or other athletes.

In assessing the appropriateness of an intimate relationship between a coach or official and an adult athlete, relevant factors include, but are not limited to:

- the relative age and social maturity of the athlete;
- any potential vulnerability of the athlete;
- any financial and/or emotional dependence of the athlete on the coach or official;
- the ability of the coach or official to influence the progress, outcomes or progression of the athlete's performance and/or career;
- the extent of power imbalance between the athlete and coach or official; and the likelihood of the relationship having an adverse impact on the athlete and/or other athletes.

It will often be difficult for a coach or official involved in an intimate relationship with an adult athlete to make an objective assessment of its appropriateness and accordingly they are encouraged to seek advice from [the Member Protection Information Officer, Complaints Manager or other official] to ensure that they have not involved themselves in inappropriate or unprofessional conduct.

If it is determined that an intimate relationship between a coach or official and an adult athlete is inappropriate or unprofessional we may take disciplinary action against the coach or official up to and including dismissal. Action may also be taken to stop the coaching relationship with the athlete. This could include a transfer, a request for resignation or dismissal from coaching duties.

If a coach, official or athlete believes they are being, or have been, harassed they are encouraged to seek information and support from [the Member Protection Information Officer, Complaints Manager or other official]. Our complaints procedure is outlined in Part D of this policy.

## 6.5 Pregnancy

The PAA is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our sport. We will not tolerate any discrimination or harassment against pregnant women.

The PAA 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 PAA.

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 or organisation bound by this Policy, she may make a complaint. (Refer to the attachments in Part D of this policy.)

## 6.6 Gender identity

Gender identity means the gender-related identity, appearance or mannerisms or other gender related characteristics of a person. This includes the way people express or present their gender and recognises that a person's gender identity may be an identity other than male or female. Some terms used to describe a person's gender identity include trans, transgender and gender diverse.

### 6.6.1 Gender identity discrimination and harassment

Federal, state and territory anti-discrimination laws provide protection from discrimination against people on the basis of their gender identity. (See definition in Dictionary of terms).

The PAA is committed to providing a safe, fair and inclusive sporting environment all where people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity.

All persons, regardless of gender identity, are entitled to be treated fairly and with dignity and respect at all times. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity. This includes discrimination or harassment of a person who is transgender or transsexual, who is assumed to be transgender or transsexual or has an association with someone who has or is assumed to be transgender or transsexual. (Refer to the attachments in Part D of this policy.)

We expect all people bound by this policy to act with sensitivity when a person is undergoing gender transition/affirmation.

If any person believes that they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy because of their gender identity, they may make a complaint.

### 6.6.2 Participation in sport

The PAA recognises that excluding people from participating in sporting events and activities because of their gender identity may have significant implications for their health, wellbeing and involvement in community life. We are committed to supporting participation in our sport on the basis of the gender with which a person identifies.

If issues of performance advantage arise, we will consider whether the established discrimination exceptions for participation in sport are relevant in the circumstances. Discrimination is unlawful unless an exception applies.

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

### 6.6.3. Intersex status

Federal anti-discrimination law, and some state and territory anti-discrimination laws, provide protection from discrimination against a person on the basis of their intersex status. (See Dictionary of terms).

The PAA is committed to providing a safe, fair and inclusive sporting environment where all people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their intersex status.

## 6.7 Responsible service and consumption of alcohol

The PAA is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol. We also recommend that state associations and member clubs follow strict guidelines regarding the service and consumption of alcohol.

In general, our policy is that:

- alcohol should not be available or consumed at sporting events involving children and young people under the age of 18;
- alcohol-free social events be provided for young people and families;
- food and low-alcohol and non-alcoholic drinks be available at events we hold or endorse where alcohol is served;
- a staff member is present at events we hold or endorse where alcohol is served to ensure appropriate practices in respect of the consumption of alcohol are followed;
- safe transport options be promoted as part of any event we hold or endorse where alcohol is served.

## 6.8 Smoke-free environment

The PAA 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 that:

- 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.

## 6.9 Bullying

The PAA 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 in our sport.

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 a 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. The PAA will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. Frustration at a referee, teammate, coach or sporting body should never be communicated on social networking websites. These issues should instead be addressed – in a written or verbal statement or a complaint – to the relevant controlling club, league or peak sporting body.

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 the attachments in Part D of this policy.)

## 6.10 Social networking

The PAA 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.

## 6.11 Sexual Offence

Any member or person who is required to report to any State, Territory or Commonwealth Authority on any basis as a result of a conviction for a sexual offence ( as defined in this policy) is immediately suspended as a member of the Association and such suspension shall continue until such time as the reporting ceases or is otherwise discontinued.

# 7. Complaints Procedures

## 7.1 Complaints

The Polocrosse Association of Australia aims to provide a simple procedure for complaints in respect to any breach of the following clauses of this policy : 6.10; 6.9; 6.8;6.7;6.6;6.5;6.4;6.3. No complaint can otherwise be made unless otherwise in accordance with the constitution and by laws of the PAA. Any person (a complainant) may report a complaint about a person/s or organisation bound by this policy (respondent).

Complaints at the first instance shall be referred to the National Executive Officer who shall forward same to the Disciplinary Tribunal Chairman to be dealt with in accordance with the PAA disciplinary policy. The Chairperson shall determine if the complaint can be mediated, or should be referred to another level, or otherwise dealt with in accordance with the Tribunal rules. The Chairperson may also determine that the complaint falls outside this policy and would be better dealt with another way and/or the law requires the complaint/allegation to be reported to an appropriate authority.

In all cases, the lowest level at which a matter can be dealt with shall always be preferred (e.g. if the club can deal with the complaint, then it should; if not, then if the State body can deal with the complaint, then it should). Only in the most serious cases should the matter be referred to the national body, unless the matter has arisen at or relates to the national level. Therefore, if a complaint relates to:

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

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our complaint procedures are outlined in attachment D1.

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

## 7.2 Vexatious Complaints & Victimisation

The Polocrosse Association of Australia aims for our complaints procedure to have integrity and be free of unfair repercussions or victimisation. If at any point in the complaints process it is considered that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious, the complaint may be dismissed.

The Polocrosse Association of Australia will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint.

## 7.3 Mediation

The Polocrosse Association of Australia aims to resolve complaints with a minimum of fuss. Complaints may be resolved by agreement between the people involved with no need for disciplinary action. Mediation allows those involved to be heard and to come up with mutually agreed solutions.

Mediation may occur before or after the investigation of a complaint.

Every organisation bound by this policy will recognise and enforce any decision of a Tribunal or Appeal Tribunal under this policy.

## 8. What is a Breach of this policy

Subject to clause 7.1 it may be a breach of this policy for any person or organisation to which this policy applies, to do anything contrary to this policy.

## 9. Disciplinary Measures

If an individual or organisation to which this policy applies breaches this policy, one or more forms of discipline may be imposed. Any disciplinary measure imposed under this 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; and
- Be determined in accordance with our Constitution, By Laws, this policy and/or Rules of the sport.

### 9.1 Individual

Subject to contractual and employment requirements, if a finding is made by a Tribunal that an individual has breached this policy, one or more of the following forms of discipline may be imposed:

- 9.1.1** A direction that the individual make a verbal and/or written apology;
- 9.1.2** A written warning;
- 9.1.3** A direction that the individual attend counselling to address their behaviour;
- 9.1.4** A withdrawal of any awards, placing, records, and achievements bestowed in any tournaments, activities or events held or sanctioned by the Polocrosse Association of Australia;
- 9.1.5** A demotion or transfer of the individual to another location, role or activity;
- 9.1.6** A suspension of the individual's membership or participation or engagement in a role or activity;
- 9.1.7** Termination of the individual's membership, appointment or engagement;
- 9.1.8** A recommendation that the Polocrosse Association of Australia terminate the individual's membership, appointment or engagement;
- 9.1.9** In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- 9.1.10** A fine;
- 9.1.11** Any other forms of discipline that the Tribunal considers appropriate.

### 9.2 Organisation

If a finding is made that a Polocrosse Association of Australia member or affiliated organisation has breached its own or this national Member Protection Policy, one or more of the following forms of discipline may be imposed by the Tribunal.

- 9.2.1** A written warning;
- 9.2.2** A fine;
- 9.2.3** A direction that any rights, privileges and benefits provided to that organisation by the national body or other peak association be suspended for a specified period;
- 9.2.4** A direction that any funding granted or given to it by the Polocrosse Association of Australia ceases from a specified date;
- 9.2.5** A direction that the Polocrosse Association of Australia cease to sanction events held by or under the auspices of that organisation;

**9.2.6** A recommendation to that its membership of the Polocrosse Association of Australia be suspended or terminated in accordance with the relevant constitution or rules; and/or

**9.2.7** Any other form of discipline that the national body or peak organisation considers to be reasonable and appropriate.

### 9.3 Factors to consider

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

- Nature and seriousness of the breach;
- If the person knew or should have known that the behaviour was a breach;
- Level of contrition;
- The effect of the proposed disciplinary measures on the person including any personal, professional or financial consequences;
- If there have been relevant prior warnings or disciplinary action;
- Ability to enforce discipline if the person is a parent or spectator (even if they are bound by the policy); and/or
- Any other mitigating circumstances.

## 10. Dictionary

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

**Abuse** is the violation of an individual's human or civil rights through the act or actions of another person or persons. Types of abuse include physical abuse, psychological or emotional abuse, sexual abuse, constraints and restrictive practices, financial abuse, legal or civil abuse and systemic abuse.

**Affiliated club** means a registered club with a Polocrosse Sub-Association or Polocrosse State Association or with the Polocrosse Association of Australia.

**Child** means a person who is under the age of 18 years.

**Child abuse** involves conduct which puts a child at risk of harm and may include:

- **physical abuse**, which occurs when a child has suffered, or is at risk of suffering, non accidental physical trauma or injury. This may include, but is not limited to, hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity.
- **sexual abuse**, which occurs when an adult, other child, or adolescent uses their power or authority to involve a child in a sexual activity or any other inappropriate conduct of a

sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography, including child pornography, or inappropriate touching or conversations).

- **emotional abuse**, which occurs when a child's social, emotional, cognitive or intellectual development is impaired or threatened. Emotional abuse can include, but is not limited to, emotional deprivation due to persistent rejection or criticism, hostility, teasing/bullying, humiliation, taunting, sarcasm, yelling, name-calling or placing unrealistic expectations on a child.
- **neglect**, which occurs when a child's basic necessities of life are not met and their health and development are affected. Basic needs include food, water, shelter, adequate clothing, personal hygiene, timely provision of medical treatment and adequate supervision.

**Complaint** means a complaint made under clause 7.1.

**Complainant** means a person making a complaint.

**Complaint Handler/Manager** means a person appointed under this policy to investigate a Complaint.

**Discrimination** occurs when someone is treated (or is proposed to be treated) unfairly or less favorably than another person in the same or similar circumstances because of one of the personal characteristics covered by anti-discrimination laws. This is known as direct discrimination. Indirect discrimination occurs when there is (or is proposed) an unreasonable requirement, condition or practice that seems to treat everyone equally, but which has or is likely to have the effect of disadvantaging persons with a personal characteristic covered by anti discrimination laws.

In Australia, it is against the law to discriminate against someone because of:

- age
- sex or gender
- gender identity
- intersex status
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration
- disability, mental and physical impairment
- family/carer responsibilities, status as a parent or carer
- marital status
- pregnancy, potential pregnancy, breastfeeding
- sexual orientation and gender identity
- physical features
- irrelevant medical record
- irrelevant criminal record, spent convictions
- political beliefs or activities
- religion, religious beliefs or activities
- national extraction or social origin
- lawful sexual activity

- profession, trade, occupation or calling
- member of association or organisation of employees or employers, industrial activity, trade union activity
- defence service
- personal association with someone who has, or is assumed to have, any of the above characteristics

Examples of discrimination are available on the Play by the Rules website:  
[www.playbytherules.net.au/legal-stuff/discrimination](http://www.playbytherules.net.au/legal-stuff/discrimination).

Some exceptions to state, territory and federal anti-discrimination law apply, including exceptions for sporting activities, such as:

- holding a competitive sporting activity for a specific age or age group (e.g. only those who are under the age of 15 years);
- excluding people on the basis of their 'excluding people on the basis of their sex and/or gender identity status from participation in a competitive sporting activity where the strength, stamina or physique of competitors is relevant to the specific activity (note that this does not apply to activity by children who are under the age of 12 years); and
- not selecting a participant if the person's disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.

**Harassment** is any type of unwelcome behaviour which has the effect of offending, humiliating or intimidating the person harassed. Unlawful harassment can be based on any of the personal characteristics covered by anti-discrimination law, such as a person's race, sex, pregnancy, marital status or sexual orientation (see the list under "Discrimination").

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

**Mediator** means an impartial/neutral person appointed to mediate Complaints.

**Member** means individuals that are registered with a club, a Polocrosse Sub-Association or Polocrosse State Association or with the Polocrosse Association of Australia.

**Member Protection Information Officer (MPIO)** means a person trained to be the first point of contact for a person reporting a complaint under, or a breach of, this Policy.

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

- both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond;
- all relevant submissions must be considered;
- no person may judge their own case;
- the decision maker/s must be unbiased, fair and just;

- the penalties imposed must be fair.

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

**This policy** means this Member Protection Policy.

**Respondent** means the person who is being complained about.

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

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

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

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

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

**Transgender** 'Transgender' is an umbrella term that refers to a person whose gender identity is different to their physical sex as recorded at birth. Transitioning refers to the process where a transgender person commences living as a member of another sex. This is sometimes referred to as the person 'affirming' their gender because transitioning means they start living in what

they identify as their true gender. For people who are transitioning/affirming their gender, having their identity fully recognised in all areas of life is a crucial part of the experience of living as their affirmed gender.

**Sexual orientation:** The term 'sexual orientation' refers to a person's emotional or sexual attraction to another person, including, amongst others, the following identities: heterosexual, gay, lesbian, bisexual, pansexual, asexual or same-sex attracted.

**Gender identity:** The term 'gender identity' refers to a person's deeply held internal and individual sense of gender.

**Gender expression:** The term 'gender expression' refers to the way in which a person externally expresses their gender or how they are perceived by others.

**Intersex:** The term 'intersex' refers to people who have genetic, hormonal or physical characteristics that are not exclusively 'male' or 'female'. A person who is intersex may identify as male, female, intersex or as being of indeterminate sex.

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

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

## PART B: CODES OF BEHAVIOUR

Please refer to the Polocrosse Association of Australia Rule Book.

## PART C: SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS C3

Working with Children Checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm.

They assess the suitability of people to work with children and young people and can involve:

- criminal history checks;
- signed declarations;
- referee checks; and other relevant background checks to assess a person's suitability to work with children
- and young people.

Working with Children Check requirements vary across Australia. Fact Sheets for each state and territory are available on the Play by the Rules website: [www.playbytherules.net](http://www.playbytherules.net)

## ATTACHMENT C1 – REMOVED

# ATTACHMENT C2

## MEMBER PROTECTION DECLARATION

The Polocrosse Association of Australia has a duty of care to all those associated with the sport at the National Level and to the individuals and organisations to whom our National Member Protection Policy applies. As a requirement of our Member Protection Policy, the Polocrosse Association of Australia must enquire into the background of those who undertake any work, coaching or regular unsupervised contact with people under the age of 18 years.

I (name) ..... born ...../...../.....

of (address) .....

sincerely declare:

1. I do not have any criminal charge pending before the courts.
2. I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence; or narcotics or driving convictions.
3. I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, other forms of harassment or acts of violence.
4. I am not currently serving a sanction for an anti-doping rule violation under an ASADA approved anti doping policy applicable to me.
5. I will not participate in, facilitate or encourage any practice prohibited by the World Anti-Doping Agency Code or any other ASADA approved anti-doping policy applicable to me.
6. To my knowledge there is no other matter that the Polocrosse Association of Australia may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
7. I will notify the President, the Secretary or the National Executive Officer of the organisation(s) engaging me immediately upon becoming aware that any of the matters set out in clauses [1 to 6] above has changed.

Declared in the State/Territory of..... on (date) ...../...../.....

Signature .....

### Parent/Guardian Consent (in respect of a person under the age of 18 years)

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

Name:..... Date ...../...../.....

Signature:.....



# ATTACHMENT C3

## WORKING WITH CHILDREN CHECK REQUIREMENTS

Detailed information, including the forms required to complete a Working with Children Check, are available from the relevant agencies in each state and territory.

### **Australian Capital Territory**

Contact the Office of Regulatory Services

Website: [www.ors.act.gov.au/community/working\\_with\\_vulnerable\\_people\\_wwvp](http://www.ors.act.gov.au/community/working_with_vulnerable_people_wwvp)

Phone: 02 6207 3000

### **New South Wales**

Contact the Office of the Children's Guardian

Website: [www.kidsguardian.nsw.gov.au/check](http://www.kidsguardian.nsw.gov.au/check)

Phone: 02 9286 7276

### **Northern Territory**

Contact the Northern Territory Screening Authority

Website: [www.workingwithchildren.nt.gov.au](http://www.workingwithchildren.nt.gov.au)

Phone: 1800 SAFE NT (1800 723 368)

### **Queensland**

Contact the Public Safety Business Agency about the "Blue Card" system.

Website: [www.ccypcg.qld.gov.au](http://www.ccypcg.qld.gov.au)

Phone: 1800 113 611

### **South Australia**

Contact the Department for Education and Child Development for information

Website: [www.families.sa.gov.au/childsafes](http://www.families.sa.gov.au/childsafes)

Phone : 08 8463 6468.

National Police Check:

[www.police.sa.gov.au/services-and-events/apply-for-a-police-recordcheck](http://www.police.sa.gov.au/services-and-events/apply-for-a-police-recordcheck)

[DCSI Child Related Work Screening: http://www.dcsi.sa.gov.au/services/screening](http://www.dcsi.sa.gov.au/services/screening)

### **Tasmania**

Contact the Department of Justice about the working with children registration system that is being phased in

Website: [www.justice.tas.gov.au/working\\_with\\_children](http://www.justice.tas.gov.au/working_with_children)

Phone: 1300 13 55 13

### **Victoria**

Contact the Department of Justice

Website: [www.workingwithchildren.vic.gov.au](http://www.workingwithchildren.vic.gov.au)

Phone: 1300 652 879

### **Western Australia**

Contact the Department for Child Protection

Website: [www.checkwwc.wa.gov.au](http://www.checkwwc.wa.gov.au)

Phone: 1800 883 979

## Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

In certain jurisdictions, temporary, time limited exemptions from working with children checks may be available for interstate visitors with a Working with Children Check in their home state.

The laws providing interstate exemptions are not consistent across Australia.

If an employee or volunteer for your organisation is travelling interstate to do work that would normally require a working for children check, you will need to check the relevant requirements of that state or territory.

# PART D: COMPLAINT HANDLING PROCEDURES

## ATTACHMENT D1

### COMPLAINTS PROCEDURE

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

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

If you wish to remain anonymous, the Polocrosse Association of Australia may have difficulty assisting you to resolve your complaint. Procedural fairness (natural justice) means that Polocrosse Association of Australia is required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond.

### INFORMAL APPROACHES

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

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

#### **Step 2: Contact a persons nominated by the PAA National Executive Officer**

Talk with National Executive Officer if:

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

The Member Protection Officer or National Executive Officer will refer the matter to the Disciplinary committee for further direction if a resolution is not possible:

#### **Step 3: Outcomes from initial contact**

After talking with the Member Protection Officer or National Executive Officer, you may decide:

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

### FORMAL APPROACHES

#### **Step 4: Making a Formal complaint**

The Formal complaint resolution procedure of the Polocrosse Association of Australia is outlined in article 34 of the Polocrosse Association of Australia Constitution.

# ATTACHMENT D2

## MEDIATION

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

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

# ATTACHMENT D3

## PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

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

Fact sheets on reporting allegations of child abuse in different states and territories are available at [www.playbytherules.net.au](http://www.playbytherules.net.au)

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

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

### Step 1: Receive the allegation

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

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

### Step 2: Report the allegation

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.
- Contact the relevant child protection agency or police for advice if there is any doubt about whether the allegation should be reported.
- If the allegation involves a person to whom this policy applies, then also report the allegation to the National Executive Officer of the Polocrosse Association of Australia so that he or she can manage the situation.

### Step 3: Protect the child and manage the situation

- The National Executive Officer 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 the Polocrosse Association of Australia
- The National Executive Officer will consider what services may be most appropriate to support the child and his or her parent/s.
- The National Executive Officer will consider what support services may be appropriate for the alleged offender.
- The National Executive Officer 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 Polocrosse Association of Australia).
- The Polocrosse Association of Australia 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.
- If disciplinary action is undertaken, we will follow the procedures set out in [Clause 9] of our Member Protection Policy.
- Where required we will provide the relevant government agency with a report of any disciplinary action we take.

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

<b>Australian Capital Territory</b>	
ACT Police Non-urgent police assistance Ph: 131 444 <a href="http://www.afp.gov.au">www.afp.gov.au</a>	Office for Children, Youth and Family Services Ph: 1300 556 729 <a href="http://www.dhcs.act.gov.au/ocyfs/services/care_and_protection">www.dhcs.act.gov.au/ocyfs/services/care_and_protection</a>
<b>New South Wales</b>	
New South Wales Police Non-urgent police assistance Ph: 131 444 <a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>	Department of Family and Community Services Ph: 132 111 <a href="http://www.community.nsw.gov.au">www.community.nsw.gov.au</a>
<b>Northern Territory</b>	
Northern Territory Police Non-urgent police assistance Ph: 131 444 <a href="http://www.pfes.nt.gov.au">www.pfes.nt.gov.au</a>	Department of Children and Families Ph: 1800 700 250 <a href="http://www.childrenandfamilies.nt.gov.au">www.childrenandfamilies.nt.gov.au</a>
<b>Queensland</b>	
Queensland Police Non-urgent police assistance Ph: 131 444 <a href="http://www.police.qld.gov.au">www.police.qld.gov.au</a>	Department of Communities, Child Safety and Disability Services Ph: 1800 811 810 <a href="http://www.communities.qld.gov.au/childsafety">www.communities.qld.gov.au/childsafety</a>
<b>South Australia</b>	
South Australia Police Non-urgent police assistance Ph: 131 444 <a href="http://www.sapolice.sa.gov.au">www.sapolice.sa.gov.au</a>	Department for Education and Child Development Ph: 131 478 <a href="http://www.families.sa.gov.au/childsafes">www.families.sa.gov.au/childsafes</a>
<b>Tasmania</b>	
Tasmania Police Non-urgent police assistance Ph: 131 444 <a href="http://www.police.tas.gov.au">www.police.tas.gov.au</a>	Department of Health and Human Services Ph: 1300 737 639 <a href="http://www.dhhs.tas.gov.au/children">www.dhhs.tas.gov.au/children</a>
<b>Victoria</b>	
Victoria Police Non-urgent police assistance Ph: (03) 9247 6666 <a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>	Department of Human Services Ph: 131 278 <a href="http://www.dhs.vic.gov.au">www.dhs.vic.gov.au</a>
<b>Western Australia</b>	
Western Australia Police Non-urgent police assistance Ph: 131 444 <a href="http://www.police.wa.gov.au">www.police.wa.gov.au</a>	Department for Child Protection and Family Support Ph: (08) 9222 2555 or 1800 622 258 <a href="http://www.dcp.wa.gov.au">www.dcp.wa.gov.au</a>

# D4 INVESTIGATION PROCESS

AS PUBLISHED IN PAA DISCIPLINARY RULES DOCUMENT

# D5 TRIBUNAL PROCEDURES

AS PUBLISHED IN PAA DISCIPLINARY RULES DOCUMENT

# ATTACHMENT E1

## CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

Name of person receiving complaint		Date:    /    /
Complainant's Name		<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Athlete/player <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official .....	
Location/event of alleged issue		
Facts as stated by complainant		
Nature of complaint (category / basis / grounds)  Can tick more than one box	<input type="checkbox"/> Harassment <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 they want to happen to fix the issue	
Information provided	
What they are going to do now	

**This record and any notes must be kept in a confidential place.**

If the issue becomes a formal complaint, this record is to be sent to:  
*National Executive Officer, The Polocrosse Association of Australia.*

# ATTACHMENT E2

## CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under  18	Date Formal Complaint Received: / /
Complainant's contact details	Phone: Email:	
Complainant's Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Athlete/player <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official .....	
Name of person complained about (respondent)	   18	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under
Respondent's Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Athlete/player <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official .....	
Location/event of alleged issue		
Description of alleged issue		

<p>Nature of complaint (category/basis/grounds) Can tick more than one box</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Harassment</li> <li><input type="checkbox"/> Discrimination</li> <li><input type="checkbox"/> Sexual/sexist</li> <li><input type="checkbox"/> Selection dispute</li> <li><input type="checkbox"/> Coaching methods</li> <li><input type="checkbox"/> Sexuality</li> <li><input type="checkbox"/> Personality clash</li> <li><input type="checkbox"/> Verbal abuse</li> <li><input type="checkbox"/> Race</li> <li><input type="checkbox"/> Bullying</li> <li><input type="checkbox"/> Physical abuse</li> <li><input type="checkbox"/> Religion</li> <li><input type="checkbox"/> Disability</li> <li><input type="checkbox"/> Victimisation</li> <li><input type="checkbox"/> Pregnancy</li> <li><input type="checkbox"/> Child Abuse</li> <li><input type="checkbox"/> Unfair decision</li> <li><input type="checkbox"/> Other .....</li> </ul>
<p>Methods (if any) of attempted informal resolution</p>	
<p>Formal resolution procedures followed (outline)</p>	
<p>If investigated: Finding -</p>	
<p>If went to hearing tribunal:  Decision -  Action recommended -</p>	
<p>If mediated: Date of mediation -  Were both parties present -  Terms of Agreement -  Any other action taken -</p>	

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: Signature: Date: / /
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 club/state/district level (whatever level the complaint was made).

# ATTACHMENT E3

## CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, please ensure the procedures outlined in attachment C4 have been followed and advice has been sought from the police and/or relevant government agency.

Complainant's Name (if other than the child)		Date Formal Complaint Received:    /    /
Role / status in sport		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in sport	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Athlete/player <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official .....	
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)		

Police contacted	Who: When: Advice provided:
Child protection agency contacted	Who: When:
CEO contacted	Who: When:
Police investigation	Finding:
Child protection agency investigation (if any)	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position: Signature: Date: / /
Signed by	Complainant (if not a child)

**This record and any notes must be kept in a confidential and safe place.**

If required, they should be provided to the police and/or the relevant child protection agency.

