

**SMA**  
**MEMBER PROTECTION POLICY**  
**VERSION 1.0**

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## MEMBER PROTECTION POLICY

### 1. Introduction

*Our aim is to promote ITF Taekwon-Do, the sport, the art and the philosophy in accordance with the tenets (courtesy, integrity, perseverance, self-control, indomitable spirit)*

### 2. Purpose of this policy

*The main objective of our Member Protection Policy (policy) is to maintain responsible behaviour and ethical and informed decision-making by participants in this club.*

*This policy outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment and abuse.*

*Our policy informs everyone involved in our club of their 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. Extent of our policy

*Our policy covers breaches of our codes of behaviour and inappropriate behaviour that occurs at training, meetings, tournaments, gradings, seminars, at social events organized or sanctioned by our club, on away and overnight trips, and any behaviour that brings or is likely to bring our club, sport or art into disrepute.*

*It also covers behaviour where there is suspicion of harm towards a child or young person.*

### 4. Who is bound by this policy

*Our policy applies to everyone involved in the club including committee members, administrators, instructors, coaches, officials (umpires/referees/judges), students, parents, volunteers or spectators.*

### 5. Club responsibilities

*We will:*

- make any necessary amendments to our rules or other policies to enable this policy to be enforceable*
- implement and comply with our policy*
- promote our policy to everyone involved in our club*
- always promote and model appropriate standards of behavior*
- respond to breaches or complaints made under our policy promptly, fairly, and confidentially*
- review this policy every 3 years maximum*
- seek advice from, and if necessary or appropriate, refer serious issues to our chief instructors and or the International Taekwon-Do Federation.*

Serious issues include unlawful behavior that involves or could lead to significant harm and includes criminal behavior (e.g., physical assault, sexual assault, child abuse) will be referred to the relevant Government Authority (e.g., Police, Department for Child Protection)

## 6. Individual responsibilities

*Everyone associated with our club must:*

- *make themselves aware of the contents of this policy;*
- *if holding or applying for a role that involves regular unsupervised contact with a child or young person under the age of 18 or where otherwise required by law;*
  - *consent to Working with Children Checks if lawfully required*
  - *undertake and successfully complete further training and assessment if required by our club*
- *comply with all relevant provisions of the policy, including any codes of conduct outlined in this policy*
- *treat others with respect*
- *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. Position statements

- **Child protection**

*Our club is committed to the safety and well-being of all children and young people who participate in our sport or access our services. We support the rights of the child and will always act to ensure that a child-safe environment is maintained.*

*We acknowledge the valuable contribution made by our instructors, members, students, parents and volunteers and we encourage their active participation in providing a safe, fair and inclusive environment for all participants.*

### **Identify and analyse risk of harm**

*We will develop and implement a risk management strategy, including a review of our existing child protection practices, to determine how child-safe our organization is and to identify any additional steps we can take to minimize and prevent the risk of harm to children.*

### **Develop codes of behaviour**

*We will develop and promote a code of behaviour that sets out the conduct we expect of adults when they deal and interact with children involved in our sport, especially those in our care. We will also implement a code of behaviour to promote appropriate conduct between children.*

*These codes will clearly describe boundaries, ethical behaviour and unacceptable behaviour.*

### **Choose suitable instructors, coaches and volunteers**

*We will take all reasonable steps to ensure that our club engages suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This will include using a range of screening measures.*

*We will ensure that Working with Children Checks are conducted for all coaches, instructors and volunteers who work with children, where an assessment is required by law. If a criminal history report is obtained as part of their screening process, we will handle this information confidentially and in accordance with the relevant legal requirements.*

### **Support, train, supervise and enhance performance**

*We will ensure that all our instructors and volunteers who work with children have ongoing supervision, support and training. Our goal is to develop their skills and capacity and to enhance their performance, so we can maintain a child-safe environment in our art and sport.*

### **Empower and promote the participation of children**

*We will encourage children and young people to be involved in developing and maintaining a child-safe environment for our art and sport.*

### **Report and respond appropriately to suspected abuse and neglect**

*We will ensure that all our instructors and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable grounds that a child has been, or is being, abused or neglected.*

*Further, if any person believes that another person or club bound by this policy is acting inappropriately towards a child, or is in breach of this policy, they may make an internal complaint to us.*

### **Supervision**

*Students under the age of 18 must always be supervised by a responsible adult. Our club will provide a level of supervision adequate and relative to the students' age, maturity, capabilities, level of experience, nature of activity and nature of venue. If a member finds a student under the age of 18 is unsupervised, they should assume responsibility for the student'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.*

### **Transportation**

*Parents/guardians are responsible for transporting their children to and from club activities (e.g., training and events). Where our club plans for the transportation of children (e.g., for away or overnight trips), we will conduct a risk assessment that includes ensuring the driver has a current and appropriate license for the vehicle being used, and appropriate safety measures are available (e.g., fitted working seatbelts.)*

- **Taking images of children**

*There is a risk that Images of children may be used inappropriately or illegally. Our club requires that individuals, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own. They should also make sure the parent/guardian understands how the image will be used.*

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

*When using a photo of a child, we will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the child's parent/guardian. We will not provide information about a child's hobbies, interests, school or the like, as this can be used by paedophiles or other persons to "groom" a child.*

*We will only use images of children that are relevant to our sport and we will ensure that they are suitably clothed in a manner that promotes participation in the sport. 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.*

- **Anti-discrimination and harassment**

*Our club 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.*

**Discrimination**

*Unlawful discrimination involves the less favourable treatment of a person based on one or more of the personal characteristics protected by state or federal anti-discrimination laws.*

*The personal characteristics protected by anti-discrimination laws include attributes such as race, age, disability, gender and race.*

*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.*

**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 several 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.*

**Prohibition against discrimination and harassment**

*We prohibit all forms of harassment and discrimination based on the personal characteristics*

*Any person who believes they are being, or have been, harassed or discriminated against by another person or organization 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 organization.*

- **Intimate relationships**

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

*Instructors, coaches and officials are required to conduct themselves in a professional and appropriate manner in all interactions with students. They must ensure that they treat students in a respectful and fair manner, and that they do not engage in sexual harassment, bullying, favouritism or exploitation.*

*We take the position that consensual intimate relationships between instructors, coaches or officials and the adult students they coach should be avoided as they can have harmful effects on the student involved, on other students and instructors and on the art or 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 instructor, coach or official and the student.*

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

*If a consensual intimate relationship does exist or develop between an adult student and an instructor, coach or official, the instructor, 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 instructor, coach or official has with the student and/or other students.*

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

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

*It will often be difficult for an instructor, coach or official involved in an intimate relationship with an adult student to make an objective assessment of its appropriateness and accordingly they are encouraged to seek advice from our club committee to ensure that they have not involved themselves in inappropriate or unprofessional conduct.*

*If it is determined by the committee that an intimate relationship between an instructor, coach or official and an adult student is inappropriate or unprofessional we may take disciplinary action against the instructor, coach or official up to and including termination from our club.*

*If an instructor, coach, official or student believes they are being, or have been, harassed they are encouraged to seek information and support from our club committee*

- **Pregnancy**

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

*Our club 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 the art or 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 art or sport.*

*We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy and ensure that they make informed decisions about their participation in our art or sport. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with our club.*

*We will only require pregnant women to sign a disclaimer in relation to their participation in our art or 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 club bound by this Policy, she may make a written complaint to our club committee.*

- **Girls competing against boys**

*If there is not a separate sex division possible in a competition, our association will support girls competing against boys up until the age of 12 years (when federal sex discrimination law says if differences in strength, stamina and physique are relevant, then single-sex competition is required). After this age our club will consider each request on an individual basis including looking at the nature of our events and other opportunities to compete.*

- **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 recognizes 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.*

- **Gender identity discrimination and harassment**

*Federal, state and territory anti-discrimination laws provide protection from discrimination against people based on their gender identity.*

*Our club 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 always entitled to be treated fairly and with dignity and respect. 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.*

*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.*

- **Participation in sport**

*Our club recognizes 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 based on 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.*

*Our club is aware that the International Taekwon-Do Federation (ITF) has established criteria for selection and participation in the World Games. Where a transgender person intends to compete at an elite level, we will encourage them to obtain advice about the ITF's criteria which may differ from the position we have taken.*

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

- **Intersex status**

*Federal anti-discrimination law, and some state and territory anti-discrimination laws, provide protection from discrimination against a person based on their intersex status.*

*Our club 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.*

- **Responsible service and consumption of alcohol**

*Our club 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 committee 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.*

- **Smoke-free environment**

*Our club is committed to providing a safe and healthy environment at all training, sporting and social events that we hold or endorse.*

*In general, our policy is that:*

- *no smoking shall occur at or near training or sporting events involving children and young people under the age of 18. This policy shall apply to instructors, coaches, students, officials and volunteers;*
- *social events shall be smoke-free, with smoking permitted at designated outdoor smoking areas; and*
- *Instructors, coaches, students, officials, parents/guardians and volunteers; will refrain from smoking while they are inside the training hall (dojang)*

- **Bullying**

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

*Bullying is characterized 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 victimize, humiliate, undermine, threaten, degrade, offend or intimidate a person. Bullying behaviour can include actions of an individual or a group.*

*Whilst generally characterized 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 using 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. Our club will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. Frustration at a referee, teammate, instructor, coach or club 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 or the ITF.*

*If any person believes they are being, or have been, bullied by another person or club bound by this policy, they may make a complaint.*

- **Social networking**

*Our club acknowledges the enormous value of social networking to promote our sport and celebrate the achievements and success of the people involved in our art or 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 art or sport.*

*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 art or sport in a positive way.*

## **8. Complaints procedures**

- **Handling complaints**

*Our club aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of procedural fairness.*

*Any person (a complainant) may report a complaint about a person, people or club bound by this policy (respondent) if they feel they have been discriminated against, harassed, bullied or there has been any other breach of this policy.*

*In the first instance, complaints should be reported to the club committee or chief instructor*

*A complaint may be handled informally or formally. The complainant may indicate their preferred option and the chief instructor or club committee should consider whether that is an appropriate way to handle the complaint. For example, the law may require that the complaint/allegation be reported to an appropriate authority.*

*All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our procedures for handling and resolving complaints are outlined in Attachment [D1].*

*Individuals and clubs may also seek their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation.*

- **Improper complaints and victimization**

*Our club aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimization against any person making a complaint.*

*We will take all necessary steps to make sure that people involved in a complaint are not victimized. Disciplinary measures may be undertaken in respect of a person who harasses or victimizes another person for making a complaint or supporting another person's complaint.*

*If at any point in the complaint handling process the chief instructor considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or inappropriately intended to cause distress to the respondent, the matter may be referred in writing to the committee for review and appropriate action, including possible disciplinary action against the complainant.*

- **Mediation**

*Our club aims to resolve complaints quickly and fairly. Complaints may be resolved by agreement between the people involved with no need for disciplinary action.*

*Mediation is a confidential process that allows those involved in a complaint to discuss the issues or incident in question and come up with mutually agreed solutions. It may occur before or after the investigation of a complaint.*

*If a complainant wishes to resolve the complaint with the help of a mediator, the committee will, in consultation with the complainant, arrange for an independent mediator where possible.*

## **9. What is a breach of this policy?**

*It is a breach of this policy for any person or club bound by this policy to do anything contrary to this policy, including but not limited to:*

- *breaching the codes of behaviour (see Part A of this policy);*
- *bringing our art or sport into disrepute, or acting in a manner likely to bring our art or sport into disrepute*
- *failing to follow our club policies (including this policy) and our procedures for the protection, safety and well-being of children;*
- *discriminating against, harassing or bullying (including cyber-bullying) any person;*
- *victimizing another person for making or supporting a complaint;*
- *engaging in an inappropriate intimate relationship with a person that they supervise, or has influence, authority or power over;*
- *verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the art or sport;*
- *disclosing to any unauthorized person or organization any club information that is of a private, confidential or privileged nature;*
- *making a complaint that they know to be untrue, vexatious, malicious or improper;*
- *failing to comply with a penalty imposed after a finding that the individual or organization has breached this policy; and*
- *failing to comply with a direction given to the individual or organization as part of a disciplinary process.*

## 10. Disciplinary measures

*Our club may impose disciplinary measures on an individual or organization for a breach of this policy.*

*Any disciplinary measure imposed will be:*

- *fair and reasonable;*
- *applied consistent with any club rules and requirements;*
- *be based on the evidence and information presented and the seriousness of the breach; and*
- *be determined in accordance with our constituent documents, by-laws, this policy and/or the rules of the art or sport.*

- **Individual**

*If a finding is made by the committee that an individual has breached this policy, one or more of the following forms of discipline may be imposed.*

- *a direction that the individual makes a verbal and/or written apology;*
- *a written warning;*
- *a direction that the individual attend counselling to address their behaviour;*
- *a withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club*
- *a demotion of the individual to roll or activity;*
- *a suspension of the individual's membership or participation or engagement in a role or activity;*
- *termination of the individual's membership, appointment or engagement;*
- *a recommendation that our club terminate the individual's membership, appointment or engagement;*
- *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 or permanently;*
- *a fine;*
- *any other form of discipline that our club considers appropriate.*

- **Factors to consider**

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

- *the nature and seriousness of the breach*
- *if the person knew, or should have known, that the behaviour was a breach of the policy*
- *the person's level of contrition*
- *the effect of the proposed disciplinary measures on the person, including any personal, professional or financial consequences*
- *if there have been any relevant prior warnings or disciplinary action*
- *the ability to enforce disciplinary measures if the person is a parent or spectator (even if they are bound by the policy)*
- *any other mitigating circumstances.*

## **PART A: CODES OF BEHAVIOR**

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- *Operate within the rules and spirit of ITF Taekwon-Do, promoting fair play over winning at any cost*
- *Encourage and support opportunities for people to learn appropriate behaviours and skills,*
- *Support opportunities for participation in all aspects the ITF Taekwon-Do.*
- *Treat each person as an individual.*
- *Display control and courtesy to all involved with ITF Taekwon-Do*
- *Respect the rights and worth of every person regardless of their gender, ability, cultural background or religion.*
- *Respect the decisions of officials, coaches and administrators in the conduct of ITF Taekwon-Do.*
- *Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance will exist) with people under the age of 18 years).*
- *Adopt appropriate and responsible behaviour in all interactions.*
- *Adopt responsible behaviour in relation to alcohol and other drugs.*
- *Act with integrity and objectivity, and accept responsibility for your decisions and actions,*
- *Ensure your decisions and actions contribute to a safe environment,*
- *Ensure your decisions and actions contribute to a harassment-free environment.*
- *Do not tolerate harmful or abusive behaviours.*

### **Competitors**

- *always Give your best.*
- *Participate for your own enjoyment and benefit*

### **Coaches/Instructors**

- *Place the safety and welfare of the competitors above all else.*
- *Help each person (competitor, official, etc.) reach their potential. Respect the talent, developmental stage and goals of each person and compliment and encourage with positive and supportive feedback.*
- *Any physical contact with a person should be appropriate to the situation and necessary for the person's skill development.*
- *Be honest and do not allow your qualifications to be misrepresented.*

### **Officials**

- *Place the safety and welfare of the competitors above all else.*
- *Be consistent and impartial when making decisions.*
- *Address unsporting behaviour and promote respect for all people.*

**Administrators**

- *Act honestly, in good faith and in the best interests of the art and sport.*
- *Ensure that any information acquired, or advantage gained from the position is not used improperly.*
- *Conduct your responsibilities with due care, competence and diligence.*
- *Do not allow prejudice, conflict of interest or bias to affect your objectivity.*

**Parents**

- *Encourage children to participate and have fun.*
- *Focus on the child's effort and performance rather than winning or losing.*
- *Never ridicule or yell at a child for making a mistake or losing a competition.*

**Spectators**

- *Respect the performances and efforts of all people.*
- *Reject the use of violence in any form, whether it is by spectators, coaches, officials or competitors.*

- **PART B: SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS**

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*We are committed to providing a safe environment for children. As part of this, we will recruit staff and volunteers who do not pose a risk to children.*

*Employment screening and Working with Children Checks can involve criminal history checks, signed declarations, referee checks and other appropriate checks that assess a person's suitability to work with children and young people.*

*Working with Children Check laws are currently in place in New South Wales, Queensland, Western Australia, Victoria, the Northern Territory, the Australian Capital Territory, Tasmania and South Australia.*

*Our club including our state associations and clubs, will meet the requirements of the relevant state or territory Working with Children Check laws.*

*Individuals travelling with children and young people to another state or territory in a work-related capacity must comply with the screening requirements of that state or territory.*

## **ATTACHMENTS**

- Attachment C1: Member Protection Declaration
- Attachment C2: Working with Children Check requirements

## **PART C: COMPLAINT HANDLING PROCEDURES**

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

*We will provide individuals with an informal and informal process to resolve the matter, along with access to an external complaint handling body, based on the nature of the complaint and our rules and regulations.*

*We also provide an appeals process for those matters.*

*We will maintain confidentiality where possible and as provided in this policy and seek to ensure that no one is victimised for making, supporting or providing information about a complaint.*

### **ATTACHMENTS**

- Attachment D1: Complaints procedure
- Attachment D2. Mediation
- Attachment D3. Investigation procedure

## **PART D: REPORTING REQUIREMENTS AND DOCUMENTS/FORMS**

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

*This information, and any additional records and notes, will be treated confidentially (subject to disclosure required by law or permitted under this policy) and stored in a secure place.*

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

*We will ensure that everyone who works with our organisation in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.*

### **ATTACHMENTS**

- Attachment E1: Record of informal complaint
- Attachment E2: Record of formal complaint
- Attachment E3: Handling an allegation of child abuse
- Attachment E4: Confidential record of child abuse allegation

## Dictionary of terms

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. Further detail or definitions that are specific to different states and territories can be sourced from the relevant child protection authorities 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.

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

**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 [8] of this policy

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

**Complaint handler/manager** means the person appointed under this policy to investigate a complaint.

**Discrimination** occurs when someone is treated (or is proposed to be treated) unfairly or less favourably 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 organization of employees or employers, industrial activity, trade union activity
- defense 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 based on 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 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").

**Member** means *[insert relevant description]*.

**Member Protection Information Officer** means a person appointed by us to be the first point of contact for a person reporting an issue or a complaint under, or a breach of, this policy.

**Procedural fairness** requires that:

- the respondent knows the full details of what is being said against him or her and they can respond;

- no person may judge their own case; and
- the decision-maker(s) must be unbiased, fair and just.

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

**Policy, policy and this policy** means this Member Protection Policy.

**Respondent** means the person whose behaviour is the subject of the complaint.

**Role-specific codes of conduct (or behaviour)** means standards of conduct required of people holding certain roles in our organisation (e.g. instructors, coaches, officials, umpires).

**Sexual harassment** means unwelcome behaviour of a sexual nature which could reasonably be expected to make a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwelcome physical contact, verbal comments, jokes, propositions, displays of pornographic or offensive material or other behaviour that creates a sexually hostile environment. Sexual harassment does not have to be intentional.

**Sexual offence** means a criminal offence involving sexual activity or acts of indecency. Because of differences under state and territory laws, this can include but is not limited to:

- rape
- indecent assault
- sexual assault
- assault with intent to commit sexual acts
- incest
- sexual penetration of child under the age of 16 years
- indecent act with child under the age of 16 years
- sexual relationship with child under the age of 16 years
- 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 years
- bestiality
- soliciting a child under the age of 16 years to take part in an act of sexual penetration, or an indecent act
- 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 people 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 treating someone unfairly or unfavourably, or threatening to do so, because that person has, or intends to, pursue their right to make any complaint, including a complaint under government legislation (e.g. anti-discrimination legislation) or under this policy, or for supporting another person to make complaint.

**Vilification** means behaviour that occurs in public which incites hatred towards, serious contempt for, or revulsion or severe ridicule of a person or group of people because that person or persons have a personal characteristic. Anti-discrimination laws in Australia make it unlawful to vilify a person or group of persons based on race, religion, homosexuality, transgender status and HIV/AIDS status.

**Attachment C1:**

**MEMBER PROTECTION DECLARATION**

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Our Club has a duty of care to all those associated with our organisation and to the individuals and organisations to whom this policy applies. It is a requirement of our Member Protection Policy that we check the background of each person who works, coaches or has regular unsupervised contact with children and young people under the age of 18 years.

I ..... (name) of .....

..... (address) born ...../...../.....

sincerely declare:

1. I do not have any criminal charge pending before the courts.
2. I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence
3. I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, other forms of harassment or acts of violence
4. I am not currently serving a sanction for an anti-doping rule violation under an Australian Sports Anti-Doping Authority (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 may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
7. I will notify the club of the organisation/s engaging me immediately upon becoming aware that any matter set out above has changed.

Declared in the state/territory of .....

on ...../...../.....(date) Signature .....

**Consent of parent/guardian (on behalf of a person under the age of 18 years)**

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

Name: .....

Signature: .....

Date: .....

## **Attachment C2: WORKING WITH CHILDREN CHECK REQUIREMENTS**

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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.

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

### **Western Australia**

Department of Communities – Child Protection and Family Support

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

## **Attachment D1: COMPLAINTS PROCEDURE**

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

**We will endeavour to deal with complaints on a confidential basis.** We will not provide information about the complaint to another person without the complainant's consent, except if the law requires us disclose this information or it is necessary to properly deal with the complaint. To ensure fairness for everyone involved, we will provide the full details of the complaint to the person or people against whom the complaint has been made and ask for their response. As a result, it may be difficult for us to resolve complaints made anonymously.

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

### **Informal approaches**

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

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

#### **Step 2: Contact a Member Protection Information Officer**

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

- step 1 (above) is not appropriate;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially with someone and find out what options are available to address your concern; or
- the concern continues after you approached the other person.

The names and contact details for our MPIOs are available at *[insert website or wherever else this information can be found]*.

The MPIO *[or insert designated official/s]* will:

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

#### **Step 3: Decide how to address your concern**

After talking with the MPIO *[or insert designated official/s]*, you may decide:

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

## Formal approaches

### Step 4: Making a formal complaint

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

- make a formal complaint in writing to the *[insert CEO, Complaints Manager or other designated official. Note: This person must have the necessary management authority]*, or
- approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice and assistance.

After receiving a formal complaint, and based on the material you provide, the *[insert designated official]* will decide whether:

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

In dealing with your formal complaint, the *[insert designated official]* will take into account:

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

If the *[insert designated official]* is the appropriate person to handle the complaint, he or she will, where appropriate and/or necessary:

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

### Step 5: Investigating the complaint

In some cases, an investigation may be required to determine the facts surrounding the complaint. Our investigations procedure is outlined in *[Attachment D3]*.

Following the investigation, a written report will be provided to *[insert designated official/tribunal]*.

- If the complaint is referred to **mediation**, we will follow the steps outlined in *[Attachment D2]* or as agreed by you, the respondent and the mediator.
- If the complaint is referred to a **tribunal hearing**, the hearing will be conducted according to the steps outlined in *[Attachment D4]*.
- If the complaint is referred to the **police or another external agency**, we will endeavour to provide all reasonable assistance required by the police or the agency.

*[Any costs incurred by us relating to the complaint process set out in this policy (e.g. investigation, mediation and/or a tribunal hearing) are to be met by [insert relevant person/organisation], unless otherwise stated.]*

### **Step 6: Reconsidering a complaint or appealing a decision**

If the matter is referred to mediation and is not resolved at mediation, you may request that *[insert designated official]* reconsider the complaint in accordance with Step 3.

In accordance with *[Insert name of NSO] rules* you or the respondent(s) may also appeal a decision made at a tribunal hearing. The grounds and process for appeals are set out in *[Attachment D4]*.

### **Step 7: Documenting the resolution**

The *[insert designated official]* will record the complaint, the steps taken to resolve it and the outcome. This information will be stored in a confidential and secure place. If the complaint was dealt with at the state/district level, the information will be stored by the state association. If the matter is of a serious nature, or if it was dealt with at the national level, the information will be stored by *[insert name of NSO]* and a copy stored by the state association.

## **Approaching external organisations**

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

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

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

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

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

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

## Attachment D2: MEDIATION

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

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

Our approach to mediation follows the steps set out below.

1. The *[insert CEO or other designated official]* will appoint an appropriate mediator to help resolve the complaint. This will be done under the direction of *[insert name of NSO]* and in consultation with the complainant and the respondent(s). The mediator will be an independent person in the context of the complaint, however this does not preclude a person with an association with *[insert name of NSO]* acting as mediator.
2. The mediator will talk with the complainant and respondent(s) about how the mediation will take place and who will participate. At a minimum, the mediator will prepare an agenda of issues to be discussed.
3. All issues raised during mediation will be treated confidentially. We also respect the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. If the complaint is resolved by mediation, where appropriate the mediator may seek to ensure the parties execute a document that sets out the agreement that has been reached. This agreement will be signed by the complainant and the respondent(s). We expect the parties involved to respect and comply with the terms of the agreement.
5. If the complaint is not resolved by mediation, the complainant may:
  - write to *[insert CEO or other designated official]* to request that the *[insert CEO or other designated official]* reconsider the complaint; and
  - approach any relevant external agency, such as an anti-discrimination or equal opportunity commission, to resolve the matter.

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

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

## Attachment D3: INVESTIGATION PROCESS

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

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

Any investigation we conduct will be fair to all people involved. The investigation process will be undertaken by an unbiased person.

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

1. We will provide a written brief to the investigator that sets out the terms of engagement and his or her roles and responsibilities.
2. The investigator may:
  - interview the complainant and record the interview in writing;
  - provide full details of the complaint to the respondent(s) so that they can respond
  - interview the respondent(s) to allow them to answer the complaint and record the interview in writing;
  - obtain statements from witnesses and collect other relevant evidence;
  - make a finding as to whether the complaint is:
    - **substantiated** (there is sufficient evidence to support the complaint)
    - **inconclusive** (there is insufficient evidence either way);
    - **unsubstantiated** (there is sufficient evidence to show that the complaint is unfounded);
    - **mischievous, vexatious or knowingly untrue.**
  - provide a report to *[insert relevant person/tribunal]* documenting the complaint, the investigation process, the evidence,) and, if requested, any findings and recommendations.
3. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points from the investigation.
4. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person or adviser (e.g. *[insert MPIO or other person]*).





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

**This record and any notes must be kept confidential and secure.** If the complaint is of a serious nature, or if it is taken to and/or dealt with at the national level, the original record must be provided to *[insert name of NSO]* and a copy kept with the organisation where the complaint was first made.

## Attachment E3: 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 *[insert name of NSO]* 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 *[insert CEO or other official]* of *[insert name of NSO]* so that he or she can manage the situation.

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

- The *[insert CEO or other official]* 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 *[insert name of NSO]*.
- The *[insert CEO or other official]* will consider what services may be most appropriate to support the child and his or her parent/s.
- The *[insert CEO or other official]* will consider what support services may be appropriate for the alleged offender.
- The *[insert CEO or other official]* 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 *[insert name of NSO]*).
- *[insert name of NSO]* 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**

Western Australia	
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 <a href="http://www.dcp.wa.gov.au">www.dcp.wa.gov.au</a> Ph: (08) 9222 2555 or 1800 622 258



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

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