

***THE HUNTER HURRICANES***  
***MEMBER PROTECTION POLICY***

**Version 2: Updated August 2019**

**Adapted from Water Polo Australia Limited's National  
Member Protection Policy (5<sup>th</sup> April 2016)**

**IMPORTANT NOTE:**

For this policy and other policies to be binding on clubs, their members and other relevant persons, they must be:

- formally incorporated or adopted into a club's constituent documents (being the Memorandum and Articles of Association; Constitution of a company; or the rules of an incorporated association) or the rules, regulations or by-Laws made under the constituent documents;
- be agreed to as part of a membership application, agreement, form, other contract with the Club, which relevant members and other persons intended to come within the scope of this policy are required to sign.

CONTENTS	PAGE
<b>POLICY</b>	
1. Introduction	
2. Purpose of Our Policy	
3. Who Is Bound By This Policy?	
4. Extent of Our Policy	
5. Club Responsibilities	
6. Individual Responsibilities	
7. Protection of Children	
7.1 Child Protection	
7.2 Supervision	
7.3 Transportation	
7.4 Taking Images of Children	
8. Discrimination, Harassment and Bullying	
8.1 Discrimination	
8.2 Harassment	
8.3 Bullying	
8.4 Intimate Relationships	
9. Inclusive Practices	
9.1 People with a Disability	
9.2 People from Diverse Cultures	
9.3 Sexual & Gender Identity	
9.4 Pregnancy	
9.5 Responsible Service & Consumption of Alcohol	
9.6 Smoke-free Environment	
9.7 Social Networking	
10. Responding to Complaints	
10.1 Complaints	
10.2 Complaint Handling Process	
10.3 Disciplinary Measures	
10.4 Improper Complaints & Victimisation	
10.5 Special Meetings	
10.6 Appeals	

#### **Appendix A: Working With Children Check Requirements**

Working with Children Check Requirements

#### **Appendix B: Codes of Behaviour**

#### **Appendix C: Duty Statements**

#### **Appendix D: Complaints Procedure**

#### **Appendix E: Reporting Requirements and Documents**

#### **Review History**

Version	Date reviewed	Date endorsed	Content reviewed / purpose
1	04/2016	04/2016	None (new policy)
2	08/2019	09/2019	7.2, Supervision; plus general formatting & editing.

## ***THE HUNTER HURRICANES MEMBER PROTECTION POLICY***

---

### **1. Introduction**

This Part sets out the purpose of The Hunter Hurricanes Member Protection Policy, who it applies to, when it commences, what words mean and who has responsibilities under this policy.

### **2. Purpose of Our Policy**

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

### **3. Who Is Bound By This Policy?**

This policy applies to everyone involved in the activities of our club whether they are in a paid or unpaid/voluntary capacity and including:

- board members, club committee members, administrators and other club officials;
- coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;
- support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- referees, umpires and other officials;
- athletes;
- members, including any life members;
- parents;
- spectators; and
- sponsors

### **4. Extent of Our Policy**

Our policy covers all matters directly and indirectly related to the Hunter Hurricanes and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of our code of behaviour and behaviour that occurs at training sessions, in the club rooms, at social events organised or sanctioned by the club (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings our club or sport into disrepute or there is suspicion of harm towards a child or young person.

This policy will continue to apply to a person even after they have stopped their association or employment with the Hunter Hurricanes Water Polo Club, if disciplinary action against the person has begun.

### **5. Club Responsibilities**

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and the consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of this policy in an appropriate manner;
- recognise and enforce any penalty imposed under this policy;

- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to our State and / or National Associations.

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

## **6. Individual Responsibilities**

Everyone associated with our club must:

- make themselves aware of the contents of this policy;
- comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy;
- consent to the screening requirements set out in this policy, and any state or territory Working with Children checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18, or where otherwise required by law;
- treat other people with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour; and
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment, bullying or other inappropriate behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this policy.

## **7. Protection of Children**

### **7.1 Child Protection**

The Hunter Hurricanes Water Polo Club is committed to the safety and wellbeing of children and young people who participate in our club's activities or use our services. We support the rights of the child and will act at all times to ensure that a child safe environment is maintained. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants.

Hunter Hurricanes acknowledges the valuable contribution made by our staff, members and volunteers and we encourage their active participating in providing a safe, fair and inclusive environment for all participants.

#### **7.1.1: Identifying and Analysing Risks of Harm**

The Hunter Hurricanes will develop and implement a risk management strategy, which includes a review of our existing child protection practices, to determine how child-safe our organisation is and to identify any additional steps we can take to minimise and prevent the risk of harm to children because of the action of an employee, volunteer or another person.

#### **7.1.2: Developing Codes of Conduct for Adults and Children**

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

The codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour. (See Attachment 2)

#### **7.1.3: Choosing Suitable Employees and Volunteers**

The Hunter Hurricanes will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. 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 Hunter Hurricanes will ensure that Working with Children Checks and 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 the screening process, the Hunter Hurricanes will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements. (See Attachment 1.3)

#### **7.1.4: Support, Train, Supervise and Enhance Performance**

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

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

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

#### **7.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect**

The Hunter Hurricanes will ensure that employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable ground that a child has been, or is being, abused or neglected (See Attachment 4).

In addition to any legal obligations, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child or is in breach of this policy they may make an internal complaint.

Please refer to our complaints procedure in section 10 of this policy.

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

### **7.2 Supervision**

Children under the age of [18] must be supervised at all times by a responsible adult. During designated training and game times, the Hurricanes will endeavour to provide an appropriate level of supervision. If a member finds a child under the age of [18] is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

Parents are responsible for the supervision and safety of their children before and after designated training and games times. Parents must collect their children on time.

Out of courtesy, if a parent is running late, members will endeavour to wait with children until their parent arrives, but this may not always be possible. If running late, it is the parents' responsibility to contact another parent to assume supervision of their child. If it appears a member will be left alone with just one child at the end of any club activity, they will ask another member to stay until the child is collected.

### **7.3 Transportation**

Parents and or guardians are responsible for organising the transportation of their children to and from club activities (e.g. training and games). Where we make arrangements for the transportation of children (e.g. for away matches or overnight trips), we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and the appropriate safety measures are in place (e.g. fitted working seatbelts).

#### **7.4 Taking Images of Children**

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

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

When using a photo of a child, we will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the child's parent or guardian. We will not provide information about a child's hobbies, interests, school or the like, 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 club's activities and we will ensure that they are suitably clothed in a manner that promotes our club. We will seek permission from a child's parent or guardian before using their images.

### **8. Discrimination, Harassment and Bullying**

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, harassment and bullying.

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

#### **8.1 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 anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

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

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

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

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

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

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;

- national extraction or social origin;
- marital status, relationship status, identity of spouse or domestic partner;
- pregnancy, potential pregnancy, breastfeeding;
- family or carer responsibilities, status as a parent or carer;
- age;
- religion, religious beliefs or activities;
- political beliefs or activities;
- lawful sexual activity;
- sexual orientation and gender identity;
- profession, trade, occupation or calling;
- irrelevant criminal record, spent convictions;
- irrelevant medical record;
- member of association or organisation of employees or employers, industrial activity, trade union activity;
- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.

Legislation also prohibits:

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

### **8.3 Bullying**

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

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

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

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

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

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

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. (Refer to Item 10 of this policy.)

### **8.4 Intimate relationships**

The Hunter Hurricanes Water Polo Club 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, favouritism or exploitation.

We 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 a MPIO 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 a MPIO. Our complaints procedure is outlined in Part D of this policy.

## **9. Inclusive practices**

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

The following are examples of some of our inclusive practices.

### **9.1 People with a disability**



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

### **9.2 People from diverse cultures**

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

### **9.3 Sexual & Gender Identity**

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

### **9.4 Pregnancy**

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

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

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

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

### **9.5 Responsible service and consumption of alcohol**

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

In general, our policy is that:

- alcohol 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
- an official 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; and safe transport options will be promoted as part of any event we hold or endorse where alcohol is served.

### **9.6 Smoke-free environment**

The Hunter Hurricanes Water Polo Club is committed to providing a safe and healthy environment at all sporting and social events that we hold or endorse.

In general, our policy is 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.

## **9.7 Social networking**

The Hunter Hurricanes Water Polo Club acknowledges the enormous value of social networking to promote our sport and celebrate the achievements and success of the people involved in our sport.

Social networking refers to any interactive website or technology that enables people to communicate and/or share content via the internet. This includes social networking websites such as Facebook and Twitter.

We expect all people bound by this policy as well as the *Hunter Hurricanes Social Media 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.

## 10. Responding to Complaints

The Hunter Hurricanes Water Polo 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 organisation bound by this policy (a “**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 Member Protection Information Officer (MPIO) or a member of the Hunter Hurricanes Board of Directors.

A complaint may be handled informally or formally. The complainant may indicate his or her preferred option the Hunter Hurricanes Board of Directors should consider whether that is an appropriate way to handle the particular complaint. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

### 10.1 Complaints

Our club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously;
- the respondent will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

More serious complaints may be escalated to our State or National Association.

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

### 10.2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. Chairman, Member Protection Information Officer) will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

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

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

In situations where a complaint is referred to our state or national association and an investigation is conducted, the club will:

- co-operate fully with the investigation;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and

- act on our state or national association's recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

### **10.3 Disciplinary Sanctions**

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

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

Possible sanctions that may be taken include:

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

### **10.4 Improper complaints and victimisation**

The Hunter Hurricanes Water Polo Club aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against any person making a complaint.

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

If at any point in the complaint handling process the MPIO or Chairman of the Board 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 will result in appropriate action, including possible disciplinary action against the complainant.

### **10.5 Special Meetings**

The Hunter Hurricanes Board of Directors, as per the Hunter Hurricanes Constitution has the power to hear and determine all matters arising from the complaint.

If Hunter Hurricanes Board of Directors may choose convene a Special Meeting to hear a formal complaint:

- referred to it by the MPIO or Board of Directors
- for an alleged breach of this policy and the Hunter Hurricanes Social Media Policy.

Our Special Meeting procedure is outlined in Attachment D4.

A respondent may lodge an appeal the Hunter Hurricanes Board of Directors in respect of a Special Meeting decision. This decision is then final.

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

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

- breaching the codes of behaviour (see Part B of this policy).

- bringing the Hunter Hurricanes or the sport of water polo into disrepute, or acting in a manner likely to bring the Hunter Hurricanes or the sport of water polo into disrepute.
- failing to follow the Hunter Hurricanes 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.
- victimising another person for making or supporting a complaint.
- engaging in an inappropriate intimate relationship with a person that he or she supervises, or has influence, authority or power over.
- verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport.
- disclosing to any unauthorised person or organisation any Water Polo Australia 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 organisation has breached this policy.
- failing to comply with a direction given to the individual or organisation as part of a disciplinary process.

#### **10.6 Appeals**

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to our state or national association. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, and regulations or by laws.

Appeals must be based upon a denial of procedural fairness, on grounds of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.

Appeals must be lodged within 21 Calendar Days of the original decision being handed down. The Board will make a determination on whether the process is commenced again or another Special Meeting being convened is the most appropriate measure.

---

## **Appendix A: WORKING WITH CHILDREN CHECK REQUIREMENTS**

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

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

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

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

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

### **Australian Capital Territory**

Contact the Office of Regulatory Services

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

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 Queensland Government Blue Card Services

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

Phone: 1800 113 611

### **South Australia**

Contact the Department for Education and Child Development

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

DCSI Child Related Work Screening: <http://www.dcsi.sa.gov.au/services/screening>

### **Tasmania**

Contact the Department of Justice

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 club 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.

## **Appendix B: CODES OF BEHAVIOUR**

---

We seek to provide a safe, fair and inclusive environment for everyone involved in our organisation and in our sport.

To achieve this, we require certain standards of behaviour of players/athletes, coaches, officials, administrators, parents/guardians (of child participants) and spectators.

Our codes of behaviour are underpinned by the following core values.

- To act within the rules and spirit of our sport.
  - To display respect and courtesy towards everyone involved in our sport and prevent discrimination and harassment.
  - To prioritise the safety and well-being of children and young people involved in our sport.
- To encourage and support opportunities for participation in all aspects of our sport.

Our Codes of Conduct include:

- National League Coach Code of Conduct
- Junior Coach Code of Conduct
- Manager / Official Code of Conduct
- Player/Athlete Code of Conduct
- Parent / Guardian Code of Conduct
- Spectator Code of Conduct

And can be found at: <https://www.revolutionise.com.au/canes/about/resources/>

---



## Appendix C: DUTY STATEMENTS

### ATTACHMENTS

Attachment C1: Coach Duty Statement

Attachment C2: Managers Duty Statement

#### **C1 – Coach Duty Statement**

***Primary Responsibility:***

Ensure that every player receives coaching that furthers their development and gives them the chance to reach their optimum potential, while also helping to increase our talent pool within the Newcastle / Hunter Region.

National League Coaches in addition to this have the responsibility to ensure, while developing future National League Players, as per our License Agreement with Water Polo Australia in each National League season to select a team to the elite standard of the National Competition and to ensure that within each National League game the best team is played.

***Key roles:***

- Provide effective, quality coaching to each individual athlete
- Provide Pro-Active and Constructive feedback to all athletes
- Provide the team / squad with development opportunities in the lead up to tournaments / competitions such as training games / gala days
- Liaise with the Hunter Hurricanes (HH) Board to run Start of Season Selections
- Inform all parties of relevant training days, times and location and ensure effective communication with all players, parents and HH officials.
- Attend all Tournaments / Competitions that the team competes in as directed by the HH Board
- Prepare and manage the athletes to maximise individual and team performance during major competitions
- Ensure that the team / squad has the correct equipment available to train and compete effectively in Competitions / Tournaments
- Ensure pool space has been booked for Training Sessions
- Have a current Working with Children Check at all times and provide this number to the Hunter Hurricanes Board of Directors along with your DOB. If this is not provided, under not circumstances can you work with children.
- Ensure that all players abide by the *Players Code of Conduct*. Any issues that are not able to be dealt with will need to be reported immediately to the HH Board.
- Ensure that all parents abide by the *Parents Code of Conduct*. Any issues that are not able to be dealt with will need to be reported immediately to the HH Board.
- At any time if the Team Manager does not abide by the *Managers Code of Conduct* this will need to be reported immediately to the HH Board.
- Promote representative opportunities to all players

## **C1 – Manager Duty Statement**

### ***Primary Responsibility:***

To act as the liaison person within the team / squad and club administration by keeping accurate records, communicating information effectively and providing positive support to the coach and all players.

### ***Key roles:***

- Collect and keep a record of Players / Parents Contact details
- Work with the coach to maintain team / squad harmony and develop unity
- Discuss with the coach any specific requirements he/she may have
- Liaise with players on team / squad matters, including information being passed on regarding details of practices and matches / competitions / tournaments for any who may be absent when information is originally given out
- Keep an attendance role of players at training, including record of those who have explained absence
- Ensure that a first aid kit is available and fully stocked
- Write up score sheets, according to selection and making sure all names are spelt correctly
- Make sure all drink bottles are filled up prior to games and players have all equipment available to maintain their wellbeing and health throughout all training and games.
- Check the score sheet is correct at the conclusion of a match and keep a copy
- Make sure that the bench is kept neat and tidy during and on completion of the match
- Assist with injured players where needed, by knowing where assistance can be obtained and arrange transportation as required
- Assist with organising team / squad fund raising and social activities
- Liaise with Hunter Hurricanes (HH) Finance Director to arrange invoicing for such costs as the Training Levies, Competition / Tournament Entry and any other team / squad associated costs
- Ensure all players submit Uniform / Swimmer Orders as requested by the HH Merchandise Officer and that at all representative games all players wear their HH Uniform.
- Assist HH Board with Club Fundraising activities as required
- Ensure all Paperwork is issued to the Team / Squad as requested by the HH Junior Coordinator upon selection and is completed and returned on commencement of season training
- Supply Team Entry details to HH Junior Coordinator when required for entry into Tournaments / Competitions as set out by the HH Board
- Liaise with endorsed Travel Provider to arrange trip details were required when the team competes in Tournaments / Competitions

- Attend all Tournaments / Competitions that the team competes in as directed by the HH Board
- Help promote the team accomplishments by providing team / individual results to the endorsed Social Media representative.
- Have a Current Working with Children's Check at all times and provide this number along with my DOB when requested to the HH Board.
- To at all times abide by the *Officials Code of Conduct* and Member Protection Policy
- Ensure that all players abide by the *Players Code of Conduct*. Any issues need to be reported immediately to the Team Coach
- Ensure that all parents abide by the *Parents Code of Conduct*. Any issues need to be reported immediately to the Team Coach
- At any time if the Coach does not abide by the *Coaches Code of Conduct* this will need to be reported immediately to the HH Board.
- Manage all facets of the team's participation in any Tournament / Competition while on any trips, inclusive but not limited to:
  - Supervision of the team during all times of the trip
  - Ensure all players / parents / officials adhere to their relevant participation policies
  - Management of any team funds required for the trip (including meal costs)
  - Team Transport
  - Team Meals
  - Liaising with Competition Officials where required
  - Within Junior Competition Providing the HH Junior Coordinator with a daily update of the team's results for publication on Social Media.

## **Appendix D: COMPLAINTS PROCEDURE**

---

The Hunter Hurricanes Water Polo 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 [www.hunterhurricanes.com.au](http://www.hunterhurricanes.com.au)

The MPIO will:

- ask how you would like your concern 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, 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
- 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 MPIO or Board Member of the Hunter Hurricanes Water Polo Club; 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 MPIO or Board Member of the Hunter Hurricanes Water Polo Club (as the case may be) 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 **Special Meeting of the Board of Directors**
- 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 relevant person will take into account:

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

unacceptable behaviour while the complaint process is underway.

If the relevant person 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 MPIO or Chairman of the Board of the Hunter Hurricanes Water Polo Club.

- 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 **special meeting**, the meeting 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 Special Meeting) are to be met by the Hunter Hurricanes Water Polo Club unless otherwise ordered.

### **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 the Hunter Hurricanes Board of Directors reconsider the complaint in accordance with Step 3.

In accordance with the Hunter Hurricanes Water Polo Club rules you or the respondent(s) may also appeal a decision made by at a Special Meeting.

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

The MPIO or Chairman of the Board of the Hunter Hurricanes Water Polo Club (as the case requires) will record the complaint, the steps taken to resolve it and the final 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 the Hunter Hurricanes.

### **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.

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.

41

## Appendix D2: MEDIATION

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

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

Our approach to mediation follows the steps set out below.

1. The MPIO or Chairman of the Board of the Hunter Hurricanes Water Polo Club will appoint an appropriate mediator to help resolve the complaint. This will be done under the direction of the Hunter Hurricanes Board of Directors 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 the Hunter Hurricanes 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 MPIO or the Board of the Hunter Hurricanes Water Polo Club to request that the MPIO or the Board of the Hunter Hurricanes Water Polo Club 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.

### **Appendix D3: INVESTIGATION PROCEDURE**

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 and, 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 the MPIO and / or the Board of the Hunter Hurricanes Water Polo Club 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. a MPIO).



## **Appendix D4: SPECIAL MEETING**

We will follow the steps set out below to hear formal complaints made under our Member Protection Policy.

### **Preparing for a Special Meeting**

1. A Special Meeting is made up of all member of the Hunter Hurricanes Board of Directors.
2. The Board Members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the MPIO or Chairman of the Board of the Hunter Hurricanes Water Polo Club relating to the complaint/allegations, as well as any other relevant document.
3. The Special Meeting will be held as soon as practicable. However, adequate time must be provided for the respondent(s) to prepare for the hearing.
4. The MPIO or Chairman of the Board of the Hunter Hurricanes Water Polo Club will inform the respondent(s) in writing that a Special Meeting will take place. The notice will outline:
  - that the person has a right to appear at the Special Meeting hearing to defend the complaint/allegations
  - the details of the complaint and of all allegations, as well as the provision or clause of any policy, rule or regulation that has allegedly been breached
  - the date, time and venue of the Special Meeting
  - that verbal and / or written submissions can be presented at the Special Meeting
  - that witnesses may attend the Special Meeting hearing to support the position of the respondent/s
  - an outline of any possible sanctions that may be imposed if the complaint is found to be true
  - that legal representation will not be allowed.
  - that the respondent may be assisted by a support person at a Special Meeting. For example, where the respondent is a minor, he or she is entitled to (and should) have a parent or guardian present. However, a person cannot be a support person if he or she has been admitted to practice as a lawyer or worked as a trainee lawyer.
5. A copy of any investigation report findings will be provided to the respondent(s).
6. The respondent(s) will be allowed to participate in all Hunter Hurricanes activities and events, pending the decision, including any available appeal process, unless the MPIO or Chairman of the Board of the Hunter Hurricanes Water Polo Club believes it is necessary to exclude the respondent/s from all or some activities and events because of the nature of the complaint.
7. If the complainant believes the details of the complaint are incorrect or insufficient, he or she should inform the MPIO or Chairman of the Board of the Hunter Hurricanes

Water Polo Club (as the case may be) as soon as possible so that the respondent(s) and members the Special Meeting can be properly informed of the complaint.

8. If possible and subject to any relevant Rules, the Hunter Hurricanes Board of Directors should include at least one person with knowledge or experience of the relevant laws/rules (e.g. anti-discrimination).
-

## Appendix E: REPORTING REQUIREMENTS AND DOCUMENTS

## RECORD OF COMPLAINT

Name of person receiving complaint		Date:        /        /
Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Complainant's contact details	Phone: Email:	
Complainant's role/status in Club	<div> <input type="checkbox"/> Administrator (volunteer)           <input type="checkbox"/> Parent         </div> <div> <input type="checkbox"/> Athlete/player           <input type="checkbox"/> Spectator         </div> <div> <input type="checkbox"/> Coach/Assistant Coach           <input type="checkbox"/> Support Personnel         </div> <div> <input type="checkbox"/> Employee (paid)           <input type="checkbox"/> Other         </div> <div> <input type="checkbox"/> Official           .....         </div>	
Name of person complained about	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Person complained about role/status in Club	<div> <input type="checkbox"/> Administrator (volunteer)           <input type="checkbox"/> Parent         </div> <div> <input type="checkbox"/> Athlete/player           <input type="checkbox"/> Spectator         </div> <div> <input type="checkbox"/> Coach/Assistant Coach           <input type="checkbox"/> Support Personnel         </div> <div> <input type="checkbox"/> Employee (paid)           <input type="checkbox"/> Other         </div> <div> <input type="checkbox"/> Official           .....         </div>	
Location/event of alleged issue		
Description of alleged issue		

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p><input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination</p> <p><input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods</p> <p><input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse</p> <p><input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation</p> <p><input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision</p> <p><input type="checkbox"/> Other .....</p>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	

## 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 Hunter Hurricanes 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 Chairman of the Board of the Hunter Hurricanes Water Polo Club so that he or she can manage the situation.

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

- The Chairman of the Board 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 Hunter Hurricanes Water Polo Club.
- The Chairman of the Board will consider what services may be most appropriate to support the child and his or her parent/s.
- The Chairman of the Board will consider what support services may be appropriate for the alleged offender.
- The Chairman of the Board 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 Hunter Hurricanes).
- The Hunter Hurricanes 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 10 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**

Australian Capital Territory	
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 <a href="http://www.communityservices.act.gov.au/ocyfs/reporting-child-abuse-and-neglect">http://www.communityservices.act.gov.au/ocyfs/reporting-child-abuse-and-neglect</a> Ph: 1300 556 729
New South Wales	
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 <a href="http://www.community.nsw.gov.au">www.community.nsw.gov.au</a> Ph: 132 111
Northern Territory	

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 <a href="http://www.childrenandfamilies.nt.gov.au">www.childrenandfamilies.nt.gov.au</a> Ph: 1800 700 250
<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 <a href="http://www.communities.qld.gov.au/childsafety">www.communities.qld.gov.au/childsafety</a> Ph: 1800 811 810
<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 <a href="http://www.families.sa.gov.au/childsafes">www.families.sa.gov.au/childsafes</a> Ph: 131 478
<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 <a href="http://www.dhhs.tas.gov.au/children">www.dhhs.tas.gov.au/children</a> Ph: 1300 737 639
<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 <a href="http://www.dhs.vic.gov.au">www.dhs.vic.gov.au</a> Ph: 131 278
<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 <a href="http://www.dcp.wa.gov.au">www.dcp.wa.gov.au</a> Ph: (08) 9222 2555 or 1800 622 258

## CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in *Procedure for Handling Allegations of Child Abuse* have been followed and advice has been sought from the relevant government agency and/or police.

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



Government agency contacted	Who: When: Advice provided:
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.