# 

***Newman Water Polo Players Association Incorporated***

***MEMBER PROTECTION POLICY***

**VERSION *1***

***090816***

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***MEMBER PROTECTION POLICY***

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## 1. Introduction

Newman Water Polo Players Association Incorporated (NWPPA) is an independent organisation which operates under the umbrella of the Newman Sports Association, an organisation whose main objective is to promote community sporting activity in a healthy and inclusive environment.

We are affiliated with Water Polo Western Australia Incorporated (WPWAI) and bound by their values, rules and policies to uphold the integrity and brand of water polo in Western Australia.

**2. Purpose of Our Policy**

The main objective of the NWPPA (“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 Our Policy Applies To

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

* 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

**4. Extent of Our Policy**

Our policy covers all matters directly and indirectly related to the NWPPA 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.

## 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 body, where relevant - *WPWAI*

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**

NWPPA 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.

NWPPA 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**

NWPPA 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 the 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**

NWPPA 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.

NWPPA 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, NWPPA will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements. (See Attachment 1.22)

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

NWPPA 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**

NWPPA 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**

NWPPA 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 be, or is being, abused or neglected.

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

For reasons of courtesy and safety, parents must collect their children on time.

* 1. **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 which we control or are used in connection with our club.

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

NWPPA 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-bulling 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 though 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.)

1. **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**

NWPPA 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.

* 1. **Pregnancy**

NWPPA 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 NWPPA. 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).

* 1. **Girls playing in boys teams**

If there is not a separate sex competition NWPPA will support girls playing in boy’s teams up until the age of 12 years.

We note that Federal anti-discrimination laws provide that it is not unlawful to discriminate on grounds of sex by excluding persons from participation in any competitive sporting activity in which the strength, stamina or physique of competitors is relevant.

If a child is over the age of 12 years our club will consider each request on an individual basis by considering the nature of our sport and other available opportunities to compete.

**10. Responding to Complaints**

*See Attachment 5 NWPPA complaints procedure*

**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 person making the complaint (complainant) 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 WPWAI.

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. President, Member Protection Information Officer, Committee member) 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 WPWAI; 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 WPWAI 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 WPWAI’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 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 WPWAI. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

**Attachment 1.1:** **MEMBER PROTECTION DECLARATION**

NWPPA has a duty of care to all those associated with our club and to the individuals and organisations to whom this policy applies. As a requirement of our Member Protection Policy, we must enquire into the background of those who undertake any work, coaching or regular unsupervised contact with people under the age of 18 years.

I ……………………………………………………….. (name) 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. To my knowledge there is no other matter that the club may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.

5. I will notify the President of the club immediately upon becoming aware that any of the matters set out in clauses 1 to 4 above has changed.

Declared in the S*tate/Territory of* ……………………………………….………………………….

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

**Parent/Guardian Consent (inrespect 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 1.2: 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](http://www.playbytherules.net.au/legal-stuff/child-protection/child-protection-laws-explained/screening) for each state and territory are available on the Play by the Rules website: [www.playbytherules.net](http://www.playbytherules.net).au.

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**

Contact the Department for Child Protection

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

Phone: 1800 883 979

**Attachment 2: CODES OF BEHAVIOUR**

Newman Water Polo Players Association (NWPPA) recognises the importance of ensuring the values of water polo are upheld and have taken positive steps to ensure the Newman water polo community are aware of our member protection policy, as well as our desire for all to enjoy the sport and play in the spirit of the game.

**NWPPA adopts Think Act Play.**

There are three slogans that underpin the Think Act Play program aimed at promoting positive behaviour and respect. The slogans include:

**Think before you speak**: What you say and do shapes the culture of our sport. Your words can influence the way people are seen and treated by others, and the way in which people feel about themselves. It can also impact the way the community perceives our sport. Remember - what you say matters.

**Act with respect**: Showing respect and treating everyone fairly is just as important as the game. No matter who you are or where you come from, treating each other with respect and dignity ensures everyone can enjoy the game. Whether you’re playing, coaching or cheering from the sidelines - respect the referee’s decision. Remember - to earn respect you must give it.

**Play in the spirit of the game**: The way you play, coach and support says a lot about your character. Playing in the spirit of the game is more than just the rules. Players that keep their cool under pressure, even when things are not going their way, have a better chance of winning the game. Coaches that encourage sportsmanship get the best from their players. Parents that set a good example help their children enjoy the game. Remember - take responsibility for your actions and play in the spirit of the game. The target groups for Think Act Play include players, coaches, officials, parents and spectators; essentially the entire Water Polo community. Whatever your role in the sport, remember that you are inspiring and influencing others, and what you say and do matters.

The following pages detail the codes of conduct that are to be adhered to under all circumstances.

It is the expectation of NWPPA that all persons associated with our sport including players, coaches, officials, parents and spectators abide by the Code of Conduct detailed below.

**Player / Athlete Code of Conduct**

1. Play by the rules.
2. Never argue with an official. If you disagree, have your captain, coach or manager approach the official after the competition.
3. Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
4. Work equally hard for yourself and/or your team. Your team’s performance will benefit so will you.
5. Be a good sport. Applaud all good plays whether they are made by your team or the opposition.
6. Treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
7. Cooperate with your coach, team mates and opponents. Without them there would be no competition.
8. Participate for your own enjoyment and benefit, not just to please parents and coaches.
9. Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

**Parent / Guardian Code of Conduct**

1. Remember that children participate in sport for their enjoyment, not yours.
2. Encourage children to participate, do not force them.
3. Focus on the child’s efforts and performance rather than winning or losing.
4. Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
5. Never ridicule or yell at a child for making a mistake or losing a competition.
6. Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
7. Support all efforts to remove verbal and physical abuse from sporting activities.
8. Respect officials’ decisions and teach children to do likewise.
9. Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.
10. Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

**Coach Code of Conduct**

1. Respect the rights, dignity and worth of every human being. Treat everyone equally regardless of sex, disability, ethnic origin or religion.
2. Ensure the athlete’s time spent with you is a positive one. All athletes are deserving of equal attention and opportunities.
3. Treat each athlete as an individual. Respect the talent, development stage and goals of each individual athlete. Help each athlete reach their full potential.
4. Provide a drug free environment.
5. Be fair, considerate and honest with athletes.
6. Be professional and accept responsibility for your actions. Maintain or improve your current NCAS accreditation. Seek continual improvement through performance appraisal and ongoing coach education. Provide a training program, which is planned and sequential. Maintain appropriate records.
7. Make a commitment to providing a quality service to your athletes.
8. Operate within the rules of your sport. Any physical contact with athletes should be:

* Appropriate to the situation
* Necessary for the athlete’s skill development
* Refrain from any form of personal abuse towards your athletes.

1. Refrain from any form of harassment.
2. Provide a safe environment for training and competition.
3. Show concern and caution towards sick and injured athletes.
4. Be a positive role model for your sport and athletes.
5. Refrain from inappropriate behaviour towards officials and parents.

**Referee / Official Code of Conduct**

1. Respect the rights, dignity and worth of very human being regardless of age, gender, ethnic origin, religion or ability involved with water polo (including athletes, coaches, officials, administrators, parents and spectators) and encourage other referees/officials to demonstrate these qualities.
2. Be professional in your appearance and manner and accept responsibility for all actions taken.
3. Provide a drug free environment.
4. Make a commitment to providing quality service to officiating by seeking continual improvement of your officiating knowledge and skill through study, performance appraisal and regular updating of any competencies.
5. Operate within the rules and spirit of water polo.
6. Refrain from any form of personal abuse towards athletes, officials, parents and coaches.
7. Refrain from any form of sexual harassment.
8. Place the safety and welfare of the participants above all else.
9. Be impartial.
10. Avoid any situation which may lead to a conflict of interest.
11. Show concern and caution towards sick and injured athletes.
12. Encourage inclusivity and access to all areas of officiating.
13. Be a positive role model for refereeing and officiating.

**Spectator Code of Conduct**

1. Remember that people participate in sport for their enjoyment and benefit, not yours.
2. Applaud good performance and efforts from all individuals and teams. Congratulate all participants on their performance regardless of the game’s outcome.
3. Respect the decisions of officials and teach players to do the same.
4. Never ridicule or scold a player for making a mistake. Positive comments are motivational.
5. Condemn the use of violence in any form, whether it is by spectators, coaches, officials or players.
6. Show respect for your team’s opponents. Without them there would be no game.
7. Encourage players to follow the rules and the official’s decisions.
8. Do not use foul language, sledge or harass players, coaches or officials.
9. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

**Administrator and Volunteer Code of Conduct**

Involve young people in planning, leadership, evaluation and decision making related to the activity.

1. Give all people equal opportunities to participate.
2. Create pathways for young people to participate in sport not just as a player but as a coach, referee, administrator, etc.
3. Ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of players.
4. Provide quality supervision and instruction for junior players.
5. Remember that young people participate for their enjoyment and benefit. Do not overemphasise awards.
6. Help coaches and officials highlight appropriate behaviour and skill development and help improve the standards of coaching and officiating.
7. Ensure that everyone involved in junior sport emphasises fair play, and not winning at all costs.
8. Give a code of behaviour sheet to spectators, officials, parents, coaches, players and the media, and encourage them to follow it.
9. Remember, you set an example. Your behaviour and comments should be positive and supportive.
10. Make it clear that abusing people in any way is unacceptable and will result in disciplinary action.

Respect the rights, dignity and worth of every person regardless of their age, gender, ability, cultural background or religion.

**Attachment 3: DUTY STATEMENTS**

See:

Duty Officer Roles and Responsibilities statement.

Junior NWPPA Coach Roles and Responsibilities statement.

Committee Member Roles & Responsibilities

**Attachment 4: REPORTING FORMS**

**RECORD OF COMPLAINT**

|  |  |  |
| --- | --- | --- |
| Name of person receiving complaint |  | Date: / / |
| Complainant’s Name |  Over 18  Under 18 | |
| Complainant’s contact details | Phone:  Email: | |
| Complainant’s role/status in Club |  Administrator (volunteer)  Parent   Athlete/player  Spectator   Coach/Assistant Coach  Support Personnel   Employee (paid)  Other   Official …………………………………. | |
| Name of person complained about |  Over 18  Under 18 | |
| Person complained about role/status in Club |  Administrator (volunteer)  Parent   Athlete/player  Spectator   Coach/Assistant Coach  Support Personnel   Employee (paid)  Other   Official …………………………………. | |
| Location/event of alleged issue |  | |
| Description of alleged issue |  | |
| Nature of complaint (category/basis/grounds)  Can tick more than one box |  Harassment or  Discrimination   Sexual/sexist  Selection dispute  Coaching methods   * Sexuality  Personality clash  Verbal abuse * Race  Bullying  Physical abuse * Religion  Disability  Victimisation * Pregnancy  Child Abuse  Unfair decision * Other ………………………………………………………………… | |
| What they want to happen to fix issue |  | |
| Information provided to them |  | |
| Resolution and/or action taken |  | |
| Follow-up action |  | |

**Attachment 5: COMPLAINTS PROCEDURE**

NWPPA aims to support people associated with our sport to make and resolve any complaints they may have in a fair, timely and effective way.

**We will keep all complaints confidential**. 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 if it is necessary to properly resolve 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 resolve complaints. Individuals and organisations can also **complain 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 to do so, you can approach the other person to discuss the issues and try and resolve the problem directly.

**Step 2: Contact a NWPPA Committee Member (CM)**

We encourage you to talk with one of our committee membersif:

* the first step is not possible or reasonable
* 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 resolve the problem, or
* the problem continues after you approached the other person.

The names and contact details for our committee members are available at [www.newmanwaterpolo.asn.au](http://www.newmanwaterpolo.asn.au)

The CM will:

* take confidential notes about your complaint
* try to find out the facts of your complaint
* ask how you would like the problem to be resolved and if you need support
* provide different options for you to resolve the problem
* act as a support person, if you wish
* refer you to an appropriate person (e.g. a mediator) to help you resolve the problem, if necessary
* inform the relevant government authorities and/or police, if required by law to do so
* maintain confidentiality.

**Step 3: Decide how to resolve the problem**

After talking with the CM, 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 President, or
* approach a relevant external agency, such as WPWAI, an anti-discrimination or equal opportunity commission, for advice.

After receiving a formal complaint, and based on the material you provide, the President 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 **WPWAI**

In making this decision, the President will take into account:

* whether he or she has had any personal involvement in the circumstances and if 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
* the urgency of the complaint, including the possibility that you might face further unacceptable behaviour while the complaint process is underway.

If the President is the appropriate person to handle the complaint, he or she will, if these steps are necessary:

* provide the information received from you to the other person(s) involved and ask for their side of the story
* decide if there is enough information to determine whether the matter alleged in your complaint did or didn’t happen, and/or
* determine what, if any, further action to take, including disciplinary action in accordance with this policy.

**Step 5: Reconsidering a complaint or appealing a decision**

If mediation is unable to resolve the matter, you may request that President reconsider the complaint in accordance with Step 3.

You or the respondent(s) may also appeal a decision made by NWPPA and refer a complaint to WPWAI

**Step 6: Documenting the resolution**

ThePresident 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 original document will be stored by Water Polo Australia Inc. and a copy stored by the state association (WPWAI).

**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.

Once a complaint is received by the commission, it will investigate the matter. If it appears that unlawful harassment or discrimination has occurred, the commission will 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. This could include an apology or financial compensation for distress, lost earnings or medical and counselling expenses incurred.

If you do lodge a complaint with the commission, an appropriate person from our organisation (e.g. a committee member) will be available to support you during the process. It is also common 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.