



BICHENO BOWLS & R.S.L. SUB-BRANCH INCORPORATED

MEMBER PROTECTION POLICY

DECEMBER 2015



CONTENTS

POLICY	PAGE
1 INTRODUCTION	3
2 PURPOSE OF OUR POLICY	3
3. DEFINITIONS.....	3
4 WHO OUR POLICY APPLIES TO	3
5 EXTENT OF OUR POLICY.....	3
6 CLUB MANAGEMENT RESPONSIBILITIES	4
7 INDIVIDUAL RESPONSIBILITIES	4
8 PROTECTION OF CHILDREN	5
8.1 Child protection.....	5
8.2 Supervision.....	5
8.3 Transportation.....	5
8.4 Taking images of children.....	6
9 ANTI-HARASSMENT, DISCRIMINATION AND BULLYING	6
10 INCLUSIVE PRACTICES.....	6
10.1 People with disability	6
10.2 People from diverse cultures.....	6
10.3 Sexual and gender identity.....	6
10.4 Pregnancy.....	7
11 RESPONDING TO COMPLAINTS.....	7
11.1 Complaints.....	7
11.2 Complaint-handling process.....	7
11.3 Disciplinary measures.....	8
11.4 Appeals.....	8
Attachment 1: REPORTING FORM.....	9-10
Attachment 2 CODE OF BEHAVIOUR.....	11



1 INTRODUCTION

The primary objects and purpose of the Bicheno Bowls and R.S.L. Sub-Branch Incorporated (the Club) are to provide recreation, and comradeship for members and their friends and to encourage and welcome social membership from the community of Bicheno and its Districts.

2 PURPOSE OF OUR POLICY

The main objective of our Member Protection Policy is to maintain responsible behaviour and ethical and informed decision-making by all participants in this Club. This policy outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from abuse. Our policy informs everyone involved in the Club of their legal and ethical rights and responsibilities and the standards of behaviour that are required. It also covers the care and protection of children participating in our Club's activities.

3 DEFINITIONS

"Club" means Bicheno Bowls Club and the Bicheno R.S.L. Sub-Branch that is known as the Bicheno Bowls and R.S.L. Sub-Branch Incorporated.

"Employee" means an employee of the Club.

"Member" means a member of the Club as defined by Section 4 of the Bicheno Bowls and R.S.L. Branch Sub-Branch Incorporated Constitution

"Our" and **"We"** refer to entities who are members of the Club.

"Policy" means the Bicheno Bowls and R.S.L. Sub-Branch Incorporated Member Protection Policy.

4 WHO OUR POLICY APPLIES TO

Our policy applies to everyone involved in the Club including members, volunteers, employees, committee members, visitors and guests, administrators, coaches, umpires, players, and spectators.

5 EXTENT OF OUR POLICY

Our policy covers unfair decisions, breaches of our codes of behaviour and inappropriate behaviour that occurs at meetings, in the Club rooms, at social events organised or sanctioned by the Club (or our regional, state or national bodies), and any behaviour that brings or is likely to bring our Club into disrepute. It also covers behaviour where there is suspicion of harm towards a child or young person.

Where there is any conflict or inconsistency between this Policy and any Commonwealth or State legislation or regulation, that legislation or regulation shall prevail to the extent of the conflict or inconsistency.



6 CLUB MANAGEMENT RESPONSIBILITIES

We will:

- A. Make decisions that are consistent with the Club's role/purpose and the interests of members.
- B. Comply with the relevant legislative, industrial and administrative requirements and keep up to date with any changes.
- C. Treat each Club member and employees with courtesy and sensitivity to their rights.
- D. Obtain value for Club money spent and avoid waste and extravagance in the use of Club resources.
- E. Make any necessary amendments to the Constitution of the Club or other related documentation to enable this policy to be enforceable.
- F. Demonstrate our commitment to the responsible serving of alcohol by:
 - i) ensuring that relevant staff are trained in the responsible service of alcohol;
 - ii) refusing to serve alcohol to persons who are obviously or visibly affected by alcohol;
 - iii) avoiding the promotion of alcohol in a way that could encourage excessive consumption of alcohol;
 - iv) refusing alcohol service to under age persons;
 - v) making Club members and visitors aware of their responsibility in respect of the supply of alcohol to minors and intoxicated persons;
 - vi) not supporting any pricing practice which encourages the excessive consumption of alcohol.
- G. Implement and comply with our policy.
- H. Promote our policy to everyone involved in our Club.
- I. Promote and model appropriate standards of behaviour at all times.
- J. Respond to breaches or complaints made under our policy promptly, fairly, and confidentially.
- K. Review this policy every 12–18 months.
- L. If necessary or appropriate, refer serious issues to the relevant civil authorities. Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national body request to be referred to them (e.g. conflict of interest).

7 INDIVIDUAL RESPONSIBILITIES

Everyone associated with our Club must:

- A. Comply with the standards of behaviour outlined in our policy.
- B. Treat others with respect.
- C. Always place the safety and welfare of children above other considerations.
- D. Be responsible and accountable for their behavior.
- E. Follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behavior.



- F. Have a responsibility to be fully informed as to the legal compliance requirements associated with the serving and consumption of alcohol.

8 PROTECTION OF CHILDREN

8.1 Child protection

Child abuse involves conduct which puts children at risk of harm and takes a number of different forms, including:

- physical abuse (e.g. deliberately hurting [hitting, punching], providing alcohol or drugs, or training that exceeds child's development or maturity);
- sexual abuse (e.g. sexual acts or threats, inappropriate touching or conversations);
- emotional abuse (e.g. ill-treating by threats, humiliation or intimidation);
- neglect (e.g. not providing child with basic necessities [food, drink, clothing], failing to protect a child from foreseeable risk of harm or injury).

Abuse is usually against the law. We will take measures to protect children involved in our Club from harm. We will do this by:

- responding to all reports of abuse promptly, seriously and confidentially;
- complying with state/territory child protection laws;
- carefully selecting and screening people over the age of 16 years who will have regular supervisory contact with children;
- promoting and enforcing our codes of behaviour, particularly for roles associated with children;
- making information about child protection available, particularly for roles associated with children;
- adopting practices that provide the maximum opportunity for a child-safe environment.

Anyone who reasonably suspects that a child has been or is being abused must report their concerns to the police or relevant government agency, and advise the Chairperson that you have reported your concerns

8.2 Supervision

Members and guests under the age of 16 must be supervised at all times by a responsible adult. If a member finds a person under the age of 16 unsupervised, then the member should assume responsibility for the under-age person's safety until the parent/guardian or supervisor can be found.

8.3 Transportation

Where the Club makes arrangements for the transportation of children (e.g. for away 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 appropriate safety measures are available (e.g., fitted working seatbelts).



8.4 Taking images of children

Images of children can be used inappropriately or illegally. Our Club requires that members, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. Our Club also requires the privacy of others to be respected and disallows the use of camera phones, videos and cameras inside changing areas and toilets. If the Club uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will only use appropriate images of a child relevant to our sport, and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

9 ANTI-HARASSMENT, DISCRIMINATION AND BULLYING

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

Our Club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the Club (refer Section 11 *Responding to Complaint*).

10 INCLUSIVE PRACTICES

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

10.1 People with disability

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

10.2 People from diverse cultures

We will support and respect people from diverse cultures and religions to participate in our Club

10.3 Sexual and gender identity

All people, regardless of their sexuality, are welcome at our Club. We strive to



provide a safe environment for participation and will take action over any homophobic behaviour.

10.4 Pregnancy

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

11 RESPONDING TO COMPLAINTS

11.1 Complaints

Our Club takes all complaints about unacceptable behaviour seriously, and will handle complaints based on the following principles of procedural fairness (natural justice):

- All complaints will be taken seriously.
- Both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story).
- Irrelevant matters will not be taken into account.
- Decisions will be unbiased and fair.
- Any penalties imposed will be fair and reasonable.

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

11.2 Complaint Handling Process

When a complaint is received by our Club, the person receiving the complaint (e.g. chairperson, president, secretary or committee member) will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes;
- 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 complainant to talk to the respondent;
- 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 who may have seen the behaviour);



- seeking advice from any relevant external agency (e.g. state anti-discrimination agency);
- referring the complainant to an external agency such as a community mediation centre, the police or the anti-discrimination agency.

11.3 Disciplinary Measures

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

- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach;
- be consistent with our published policies.

Possible measures that may be taken include:

- verbal and/or written apology;
- counseling to address behavior;
- withdrawal of any awards, sanctioned by our Club;
- suspension or termination of membership, participation or engagement in a role or activity;
- deregistration for a period of time or permanently;
- a fine, or any other form of discipline that our Club considers reasonable and appropriate.
-

11.4 Appeals

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



REPORTING FORM

ATTACHMENT 1

Name of person receiving the complaint

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Complainant's Name

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Complainant's contact details

phone:email:.....

Complainant's position/role in the Club:

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Name of person complained about (respondent)

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Position /status of person complained about

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Location of alleged issue/event

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Description of alleged issue/event

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Nature of complaint. (category/basis/grounds - more than one may be circled)

Harassment

Personality Clash

Bullying

Disability

Child abuse

Discrimination

Verbal abuse

Physical Abuse

Victimisation

Unfair Decision

Sexual/ sexist

Race/racial

Religion

Pregnancy

Other: Please detail

What do you wish to happen to address the issue?

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Resolution and/or action taken

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Follow Up action

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ATTACHMENT 2

CODE OF BEHAVIOUR

When attending or representing* the Club members are expected to abide by this Code.

VIOLATIONS

The following are examples (but not a complete list) of unacceptable behaviours that would constitute a violation of this Code.

- a) use of offensive language (particularly in the presence of children);
- b) abuse, threats or intimidation of anyone involved in the Club including members, volunteers, employees, committee members, visitors and guests, administrators, coaches, umpires, players, and spectators;
- c) refusal or failure to comply with laws relating to clubs within Tasmania, including those relating to gambling, smoking and alcohol consumption, particularly the responsible service of alcohol;
- d) any form of physical, verbal, mental, emotional and/or sexual abuse or discrimination on the basis of gender, creed, sexual orientation, disability or ethnic origin of a member or visitor to the Club;
- e) wilful damage to the Club or the Club's property;
- f) acting in a manner unbecoming of a member of the Club or prejudicial to the purposes and interests of the Club;
- g) bringing the Club or other member of the Club into disrepute;
- h) inappropriate use of social media detrimental to the spirit of the Club.

* Representing the Club includes:

- when driving the Club's vehicles;
- when wearing a uniform or other dress that identifies the person as a member of the Club;
- when attending any function or other event on behalf of the Club;
- when working at the Club premises whether as an employee or a volunteer, including working behind the bar, in the kitchen or in the main Club room area.