



MEMBER PROTECTION POLICY

Version 1

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Document Control Sheet

Change History

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V0.1	23.07.09	Initial Draft

Approvals

Version	Date	Name	Signature	Position
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Distribution List

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Damien Henderson – Delegate (Powerlifting)

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Policy Framework

PART A: CORE POLICY

Contains key roles and responsibilities, policy position statements and codes of conduct that are applicable throughout the sport. These should be reflected in all clubs and other member or affiliated association policies.

PART B: STATE/TERRITORY SPECIFIC REQUIREMENTS (ATTACHMENTS)

Details the specific requirements and/or processes that must be followed under state/territory child protection legislation. Where specific state legislation does not exist, the generic requirements are followed.

- Investigation Procedure
- Child Abuse Investigation Procedure
- General Tribunal Hearing Process

PART C: COMPLAINT HANDLING PROCEDURES (ATTACHMENTS)

Contains suggested complaints, tribunal, investigation and mediation processes.

PART D: ROLE-SPECIFIC CODES OF CONDUCT (ATTACHMENTS)

- Codes of conduct relevant to specific roles are inserted here.
- Coach Code of Conduct
- Athlete Code of Conduct
- Official Code of Conduct
- Staff/Employee Code of Conduct

PART E: REPORTING DOCUMENTS (ATTACHMENTS)

Any reporting documents such as interview record forms are inserted here.

- Record of Informal complaint
- Record of Formal complaint
- Record of Tribunal decision
- SA - Child Protection Requirements
- Parent Code of Conduct
- Record of Mediation

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PREFACE

The Association of SA Blind Sporting Clubs inc. (BLIND SPORTS SA) has developed this Member Protection Policy to ensure all of our members are protected in all situations that may arise through their involvement with BLIND SPORTS SA, member associations and/or affiliated clubs.

BLIND SPORTS SA is committed to providing an environment safe for children, free from harassment and abuse for everyone, and promotes respectful and positive behaviour and values.

This policy provides a Code of Conduct forming the basis of appropriate and ethical conduct which everyone must abide by. In addition there are supplementary role specific Codes of Conduct also included.

This policy is an essential part of BLIND SPORTS SA's proactive and preventative approach to tackling inappropriate behaviour.

The Board of Directors and Staff of BLIND SPORTS SA are committed to ensuring that everyone associated with our organisation complies with this policy.

PART A: Member Protection Policy

1. BLIND SPORTS SA's Core Values

Our **vision** is to be the state peak sporting body for blind and vision impaired athletes and seek to foster and encourage participation from recreational fitness to elite level sports. We aim to work closely with state sporting organisations as well as other state disability associations to optimise the sporting opportunities to our members.

2. Purpose of this policy

This Member Protection Policy (policy) aims to ensure our core values, good reputation and positive behaviours and attitudes are maintained. It assists us in ensuring that every person involved in our sports are treated with respect and dignity, and are safe and protected from abuse.

This policy also ensures that everyone involved in our sports are aware of his or her legal and ethical rights and responsibilities.

The policy attachments provide the procedures that support our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sports. As part of this commitment, BLIND SPORTS SA will take disciplinary action against any person or organisation bound by this policy if they breach it.

This policy has been endorsed by the BLIND SPORTS SA Board and forms part of our overall Policies and Procedures. The policy starts on the day of the AGM in 2009 and will operate until replaced. This policy and/or its attachments may be amended from time to time by resolution of the Board. Copies of the policy and its attachments can be obtained from our website www.blindsportssa.org.au or from our office located in RSB Gilles Plains, Blacks Road, Gilles Plains.

3. Who this Policy Applies To

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

- Individuals sitting on boards, committees and sub-committees;
- Employees and volunteers;
- Support personnel (e.g. managers, guides, physiotherapists, psychologists, masseurs, sport trainers);
- Coaches and assistant coaches;
- Athletes and players;
- Referees, umpires and other officials;
- Members, including life members;

Member clubs;
Affiliated organisations and associated organisations;
Peak associations and the national body;
Any other person or organisation that is a member of or affiliated to
BLIND SPORTS SA;
Parents, guardians, spectators and sponsors to the full extent that is
possible.

This policy will continue to apply to a person even after they have stopped their association or employment with BLIND SPORTS SA if disciplinary action, relating to an allegation of child abuse against that person, has commenced.

4. Code Of Conduct

BLIND SPORTS SA requires every individual and organisation bound by this policy to:

4.1 Be ethical, fair and honest in all their dealings with other people and BLIND SPORTS SA;

4.2 Treat all persons with respect and courtesy and have proper regard for their dignity, rights and obligations;

4.3 Always place the safety and welfare of children above other considerations;

4.4 Comply with BLIND SPORTS SA's constitution, rules and policies including this member protection policy;

4.5 Operate within the rules and spirit of sport;

4.6 Comply with all relevant Australian laws (Federal and State), particularly anti-discrimination and child protection laws;

4.7 Be responsible and accountable for their conduct; and

4.8 Abide by the relevant Role-Specific Codes of Conduct outlined in Part D of this policy.

5. Organisational Responsibilities

BLIND SPORTS SA, its member associations and affiliated organisations must:

5.1 Adopt, implement and comply with this policy;

5.2 Request member organisations to adopt, implement and comply with this policy;

5.3 Publish, distribute and otherwise promote this policy and the consequences for breaching it;

5.4 Promote appropriate standards of conduct at all times;

5.5 Promptly deal with any breaches of or complaints made under this policy in an impartial, sensitive, fair, timely and confidential manner;

5.6 Apply this policy consistently without fear or favour;

5.7 Recognise and enforce any penalty imposed under this policy;

5.8 Ensure that a copy of this policy is available or accessible to the persons to whom this policy applies;

5.9 Appoint or have access to appropriately trained people to receive and handle complaints and allegations (e.g. Member Protection Information Officers (MPIOs) and/or Complaint Managers) and display the names and contact details in a way that is readily accessible; and

5.10 Monitor and review this policy at least annually.

6. Individual Responsibilities

Individuals bound by this policy are responsible for:

6.1 Making themselves aware of the policy and complying with the standards of conduct outlined in this policy;

6.2 Consenting to a national police check if the individual holds or applies for a role that involves working with people under the age of 18 years

6.3 Complying with all other requirements of this policy;

6.4 Co-operating in providing a discrimination, child abuse and harassment free sporting environment;

6.5 Understanding the possible consequences of breaching this policy.

7. Policy Position Statements

7.1 Child Protection Policy

Every person and organisation bound by this policy must always place the safety and welfare of children above all other considerations.

BLIND SPORTS SA acknowledges that our staff, members and volunteers provide a valuable contribution to the positive experiences of our juniors.

BLIND SPORTS SA aims to ensure this continues and to protect the safety and welfare of its junior participants. Several measures will be used to achieve this such as:

- Prohibiting any form of abuse against children;
- Providing opportunities for our juniors to contribute to and provide feedback on our program development;
- Carefully selecting and screening people whose role requires them to work with children. (Screening procedures are outlined in Part B of this policy);
- Ensuring our codes of conduct, particularly for roles associated with junior sport, are promoted, enforced and reviewed;
- Providing procedures for raising concerns or complaints (our complaints procedure is outlined in Part C of this policy); and
- Providing education and/or information to those involved in our sport on child abuse and child protection.

BLIND SPORTS SA requires that any child who is abused or anyone who reasonably suspects that a child has been or is being abused by someone within our sport, to report it immediately to the police or relevant government agency and EO. Descriptions of the sorts of activity which may be abuse are in the Dictionary at clause 11.

All allegations of child abuse will be dealt with promptly, seriously, sensitively and confidentially. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected. Our procedures for handling allegations of child abuse are outlined in attachment C4 of this policy.

If anyone bound by this policy reasonably suspects that a child is being abused by his or her parent/s, they are advised to contact the relevant government department for youth, family and community services in their state/territory.

7.2 Anti-Discrimination and Harassment Policy

BLIND SPORTS SA aims to provide a sport environment where all those involved in its activities are treated with dignity and respect, and without harassment or discrimination.

BLIND SPORTS SA recognises that all those involved in its activities cannot enjoy themselves, perform to their best, or be effective or fully productive if they are being treated unfairly, discriminated against or harassed because of their age, disability, family responsibilities, gender identity, homosexuality or sexual orientation, irrelevant medical or criminal record, marital status, political belief, pregnancy or breastfeeding, race, religion, sex, social origin and/or trade union membership/activity.

BLIND SPORTS SA prohibits all forms of harassment and discrimination based on personal characteristics listed in the Dictionary. Discrimination and harassment are extremely distressing, offensive, humiliating and/or threatening and create an uncomfortable and unpleasant environment.

In most circumstances discrimination and harassment are against the law.

Descriptions of some of the types of behaviour which could be regarded as harassment or discrimination are provided in the Dictionary at clause 11.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to our complaints procedure outlined in attachment C1 of this policy. This will explain what to do about the behaviour and how the BLIND SPORTS SA will deal with the problem.

7.3 Sexual Relationships Policy

BLIND SPORTS SA takes the position that sexual relationships between coaches and the adult athletes that they coach should be avoided. BLIND SPORTS SA takes the view that such relationships while not necessarily constituting unlawful harassment can have harmful effects on the individual athlete involved, on other athletes and coaches, and on the sport's public image. Such relationships tend to be intentionally or unintentionally exploitative because there is usually a disparity between coaches and athletes in terms of authority, power, maturity, status and dependence.

BLIND SPORTS SA's policy position is similar to other organisations who disallow professionals such as teachers, doctors and counsellors to have sexual relationships with their clients or students.

Should a sexual relationship develop between an athlete and coach,

BLIND SPORTS SA will consider whether any action is necessary. Factors that may be relevant in this consideration are the age and maturity of the athlete relative to the coach, the financial or emotional dependence of the athlete on the coach, and the likelihood of the relationship having any adverse impact on the athlete and/or other athletes. If it is determined that the sexual relationship is inappropriate, action may be taken to stop the coaching relationship with the athlete. Action may include transfer, a request for resignation or dismissal from coaching duties.

In the event that an athlete attempts to initiate an intimate sexual relationship, the coach must take personal responsibility for discouraging such approaches, explaining the ethical basis for such action. The coach may wish to approach BLIND SPORTS SA's MPIO or complaints officer or other designated person] if they feel harassed.

The law is always the minimum standard for behaviour within BLIND SPORTS SA and therefore sex with a child is a criminal offence.

7.4 Pregnancy Policy

BLIND SPORTS SA is committed to providing an inclusive sporting environment for pregnant women involved in its activities. BLIND SPORTS SA expects everyone bound by this policy to treat pregnant women with dignity and respect and to remove any unreasonable barriers to participation in our sport that disadvantage them. We will not tolerate any unlawful discrimination or harassment against pregnant women or women who may become pregnant.

Descriptions of some of the types of behaviour which could be regarded as pregnancy discrimination or harassment are provided in the Dictionary at clause 11.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to our complaints procedure outlined in attachment C1 of this policy. This will explain what to do about the behaviour and how the BLIND SPORTS SA will deal with the problem.

While many sporting activities are safe for pregnant women to participate in, there may be particular risks that apply to some women during pregnancy. Those risks will depend on the nature of the particular sporting activity and the particular pregnant woman's circumstances.

BLIND SPORTS SA will take reasonable care to ensure the safety, health and well being of pregnant women and their unborn children. We will advise

pregnant women that there may be risks involved, and 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 children, are of utmost importance in their decision making about the extent and manner in which they participate in our sport.

We encourage all pregnant women to consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation in particular sporting activities.

We will only require pregnant women to sign a disclaimer if we require other participants to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

7.5 Gender Identity Policy

BLIND SPORTS SA is committed to providing an inclusive sporting environment where transgender or transsexual people involved in its activities are able to contribute and participate. BLIND SPORTS SA expects everyone who is bound by this policy to treat people who identify as transgender or transsexual fairly and with dignity and respect. This includes acting with sensitivity and respect where a person is undergoing gender transition. We will not tolerate any unlawful discrimination or harassment against a person who identifies as transgender or transsexual or who is thought to be transgender or transsexual.

Descriptions of some of the types of behaviour which could be regarded as transgender or transsexual discrimination or harassment are provided in the Dictionary at clause 11.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to our complaints procedure outlined in attachment C1 of this policy. This will explain what to do about the behaviour and how the BLIND SPORTS SA will deal with the problem.

BLIND SPORTS SA recognises that the exclusion of transgender or transsexual people from participation in sporting events has significant implications for their health, well-being and involvement in community life. In general BLIND SPORTS SA will facilitate transgender or transsexual persons participating in our sport of the sex with which they identify.

BLIND SPORTS SA also recognises there is debate over whether a male to female transgender person obtains any physical advantage over other female

participants. This debate is reflected in the divergent discrimination laws across the country. If issues of performance advantage arise, BLIND SPORTS SA will seek advice on the application of those laws in the particular circumstances.

BLIND SPORTS SA is aware that the International Olympic Committee (IOC) has established criteria for selection and participation in the Olympic Games. Where a transgender or transsexual person intends competing at an elite level, we will encourage them to obtain advice about the IOC's criteria which may differ from the position taken by BLIND SPORTS SA.

BLIND SPORTS SA notes that drug testing procedures and prohibitions also apply to people who identify as transgender or transsexual. A person receiving treatment involving a Prohibited Substance or Method, as described on the World Anti-Doping Agency's Prohibited List, should apply for a standard Therapeutic Use Exemption.

7.6 Other relevant policies

Other BLIND SPORTS SA relevant policies can be found at www.blindsportssa.org.au.

8. Complaints Procedures

8.1 Complaints

BLIND SPORTS SA aims to provide an easy to use, confidential and trustworthy procedure for complaints based on the principles of natural justice. Any person may report a complaint (complainant) about a person/s or organisation bound by this policy if they reasonably believe that a person/s or a sporting organisation has breached this policy. A complaint should be reported to MPIOs.

A complaint may be reported as an informal or formal complaint. The complainant decides whether the complaint will be dealt with informally or formally unless the MPIOs considers that the complaint falls outside the parameters of this policy and would be better dealt with another way. All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our complaint procedures are outlined in attachment C1 of this policy.

8.2 Vexatious Complaints & Victimisation

BLIND SPORTS SA aims to ensure our complaints procedure has integrity and is free of unfair repercussions or victimisation. If at any point in the complaint process the MPIO considers that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious, the

matter may be referred to the Chairperson for appropriate action which may include disciplinary action against the complainant.

BLIND SPORTS SA will also take all necessary steps to make sure that people involved in a complaint are not victimised by anyone for coming forward with a complaint or for helping to sort it out. Disciplinary measures will be imposed on anyone who victimises another person for making a complaint.

8.3 Mediation

BLIND SPORTS SA aims to sort out complaints with the minimum of fuss wherever possible. In many cases, complaints can be sorted out by agreement between the people involved with no need for disciplinary action. The people involved in a formal complaint - the complainant and the person complained about (respondent) - may also seek the assistance of a neutral third person or a mediator. Lawyers are able to negotiate on behalf of the complainant and/or respondent.

Mediation may occur either before or after an investigation of a complaint. If a complainant wishes to try and resolve the complaint with the assistance of a mediator, the MPIO will, in consultation with the complainant, arrange for a mediator to mediate the complaint. More information on the mediation process is outlined in attachment C2 of this policy.

8.4 Tribunals

A hearings tribunal may be formed to hear a formal complaint that has been referred by EO or an alleged breach of the policy. Our tribunal hearings procedure is outlined in attachment C5 of this policy.

A respondent may lodge one appeal only to the appeal tribunal in respect of a decision of a hearing tribunal. The decision of the appeal tribunal is final and binding on the people involved to the appeal. Our appeals process is outlined in attachment C5 of this policy.

Every organisation bound by this policy will recognise and enforce any decision made, and form of discipline imposed, by an appeals tribunal under this policy.

Members of hearing and appeal tribunals will be indemnified by the organisation that appointed them against any claim for loss, compensation or damages, and for costs incurred defending a claim made against them, because of their function as a member of a hearings or appeals tribunal.

9. What is a Breach of this policy?

It is a breach of this policy for any person or organisation to which this policy applies, to have been found to have

- Done anything contrary to this policy;
- Breached the Code of Conduct and/or Role-Specific Codes of Conduct;
- Brought their sport and/or BLIND SPORTS SA into disrepute;
- Failed to follow BLIND SPORTS SA policies and procedures for the protection, safety and welfare of children;
- Appointed or continued to appoint a person to a role that involves working with children and young people contrary to this policy;
- Discriminated against or harassed any person;
- Victimised another person for reporting a complaint;
- Engaged in a sexually inappropriate relationship with a person that the person supervises, or has influence, authority or power over;
- Disclosed to any unauthorised person or organisation any BLIND SPORTS SA information that is of a private, confidential or privileged nature;
- Made a complaint they **knew** to be untrue, vexatious, malicious or improper;
- Failed to comply with a penalty imposed after a finding that the individual or organisation has breached this policy;
- Failed to comply with a direction given to the individual or organisation during the discipline process.

10. Forms of Discipline

If an individual or organisation to which this policy applies breaches this policy, one or more forms of discipline may be imposed. These may include making a verbal or written apology, paying a fine, being suspended or de-registered or having a person's appointment or employment terminated. More information on the range of disciplinary measures and the factors that will be considered before imposing discipline is at attachment C6 of this policy.

11. Dictionary

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

Abuse is a form of harassment and includes physical abuse, emotional abuse, sexual abuse, neglect, and abuse of power. Examples of abusive behaviour include bullying, humiliation, verbal abuse and insults.

Affiliated organisation means state member organisation or a sports sub-committee of a BLIND SPORTS SA Member Association

Child means a person who is under the age of 18 years (see also definition of young person)

Child abuse relates to children at risk of harm (usually by adults, sometimes by other children) and often by those they know and trust. It can take many forms. Children may be harmed by both verbal and physical actions and by people failing to provide them with basic care. Child abuse may include:

Physical abuse by hurting a child or a child's development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; giving bad nutritional advice; or training that exceeds the child's development or maturity).

Sexual abuse by adults or other children where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography including child pornography or inappropriate touching or conversations).

Emotional abuse by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a child).

Neglect (e.g. failing to give food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury).

Complaint means a complaint made under clause 8.1 of this policy.

Complainant means the person making a complaint.

Discrimination means treating or proposing to treat a person less favourably than someone else in certain areas of public life on the basis of an attribute or personal characteristic they have. The relevant attributes or characteristics are:

- Age;
- Disability;
- Marital status;
- Parental/carer status;
- Physical features;
- Political belief/activity;

Pregnancy;
Race;
Religious belief/activity;
Sex or gender;
Sexual orientation;
Trade union membership/activity;
Transgender orientation.

Discrimination is not permitted in the areas of employment (including volunteer and unpaid employment); the provision of goods and services; the selection or otherwise of any person for competition or a team (domestic or international); the entry or otherwise of any player or other person to any competition; obtaining or retaining membership of an organisation (including the rights and privileges of membership).

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination may also be discriminatory conduct.

Discrimination may be direct or indirect. **Direct discrimination** is treating, or proposing to treat someone less favourably because of a characteristic (such as race, sex, age etc), in the same or similar circumstances. **Indirect discrimination** is imposing or intending to impose a requirement, condition or practice that is the same for everyone but which has an unequal or is proportionate effect on particular individuals or groups.

Harassment is any type of behaviour that the other person does not want and does not return and that is offensive, abusive, belittling or threatening. The behaviour is unwelcome and of a type that a reasonable person would recognise as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated.

Unlawful harassment includes the above but is either sexual or targets a person because of their race, sex, pregnancy, marital status, sexuality or other characteristic (see characteristic list under discrimination).

Whether or not the behaviour is harassment is determined from the point of view of the person receiving the harassment. The basic rule is if someone else finds it harassing then it could be harassment.

Harassment may be a single incident or repeated. It may be explicit or implicit, verbal or non-verbal.

Junior means a person under the age of twenty-one (21) years who is participating in an activity of the BLIND SPORTS SA, its member associations or affiliated organisations.

Mediator means a person appointed to mediate complaints made under this policy. It is preferable that the mediator has relevant skills, qualifications and/or training in mediation.

Member Club means SA Blind Athletes Club (SABAC), SA Blind Bowlers Association (SABBA), S Blind Cricket Club, SA Blind Tenpin club and SA Blind Indoor Bowlers club and any other State Sports Organisation that pays membership fees to BLIND SPORTS SA.

Member protection is a term used by the Australian sport industry to describe the practices and procedures that protect members – both individual members such as players, coaches and officials, and the member organisations such as clubs, state person, other affiliated person and the national body.

Member protection involves:

- protecting those that are involved in sport activities from harassment, abuse, discrimination and other forms of inappropriate behaviour
- adopting appropriate measures to ensure the right people are involved in an organisation, particularly in relation to those involved with juniors, and providing education.

Member Protection Information Officer (MPIO) means a person trained to be the first point of contact for a person reporting a complaint under, or a breach of, this policy. The MPIO provides confidential information and moral support to the person with the concern or who is alleging harassment or a breach of this policy. They help the complainant deal with any emotions they may have about what has happened and operate as a sounding board as the complainant decides what they want to do. The MPIO may accompany the complainant in anything they decide to do, if it feels appropriate and they are happy to do it.

Natural justice incorporates the following principles:

- a person who is the subject of a complaint must be fully informed of the allegations against them
- a person who is the subject of a complaint must be given full opportunity to respond to the allegations and raise any matters in their own defence
- all parties need to be heard and all relevant submissions considered
- irrelevant matters should not be taken into account
- no person may judge their own case

the decision maker/s must be unbiased, fair and just
the penalties imposed must not outweigh the 'crime'

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

Policy and **this policy** mean this Member Protection Policy.

Respondent means the person who is being complained about.

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

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

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

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

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

Possession of child pornography
Publishing child pornography and indecent articles.

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

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

Young People/person means people in the 13 – 18 year age group.

PART B: BLIND SPORTS SA'S CHILD PROTECTION REQUIREMENTS

Background

Child Protection is about keeping children safe from abuse and protecting them from people who are unsuitable to work with children. Child abuse is illegal in all states and territories of Australia, with each having their own child protection laws that cover the reporting and investigation of cases of child abuse.

In New South Wales, Queensland, Western Australia, Victoria and South Australia child protection legislation places specific requirements upon individuals and organisations involved in a range of areas including sport and recreation. The Northern Territory, Australian Capital Territory and Tasmania governments are currently reviewing their child protection legislation. We will add new requirements or any amendments to existing requirements to Member Protection Policy as they are introduced.

Please be aware that state and territory child protection requirements may apply to individuals and organisations originating outside of the states with the legislation in place. For example, if a state associations or affiliated clubs takes junior players into New South Wales for training camps, competition or other activities, those travelling with the teams must comply with the NSW legislative requirements.

Please note that the state specific child protection requirements apply despite the existence or absence of our Member Protection Policy.

As part of BLIND SPORTS SA's commitment to protecting the safety and welfare of children and young people involved in BLIND SPORTS SA activities, BLIND SPORTS SA requires the following measures to be met:

Provide opportunities for juniors to contribute to and provide feedback on program development;

Provide education and/or information on child abuse and child protection to those involved in our sport such as coaches, juniors, parents and officials; and

Where applicable meet the requirements outlined in SA Child Protection Policy

Attachment B1: CHILD PROTECTION REQUIREMENTS

This attachment sets out the screening process for people who currently occupy or who apply for any work (paid or voluntary) in our organisation that involves working with people under the age of 18 years.

Screening under this policy is not a replacement for any other procedure required by law. If State or Territory legislation sets an equivalent or higher standard of screening, the requirement to screen people under the process outlined below need not be followed.

Association/club requirements

Under BLIND SPORTS SA's Member Protection Policy, our organisation is required to:

1. Identify positions (paid and voluntary) that involve working with people under the age of 18 years.

2. Obtain a completed *Member Protection Declaration* (MPD) (Attachment B2) from all people who are bound by this policy if they occupy or apply for a position that involves working with people under the age of 18 years. The MPD will be kept in a secure place.

If a MPD is not provided, or it reveals that a person does not satisfactorily meet with one or more of the clauses in the MPD (e.g. has a relevant criminal conviction), BLIND SPORTS SA will:

- Provide an opportunity for the person to respond/provide an explanation, and make an assessment as to whether the person may pose a risk to or be unsuitable to work with people under the age of 18 years.

If unsatisfied, then BLIND SPORTS SA will:

- In the case of an existing employee/volunteer, transfer the person to another role which does not require them to work [directly and unsupervised] with people under the age of 18 years. If this is not possible, then end the appointment. **Note: legal advice should be obtained before the termination process begins.**

- In the case of a someone applying for the position/role, not appoint them.

3. Check a person's referees (verbal or written) and interview a person about his/her suitability for the role and his/her suitability for working with children for both paid and voluntary positions.

4. Ask people applying for and people who currently occupy a position that involves working with people under the age of 18 years to **sign a consent form** for a national police check. (Information on police checks and forms can be found at www.ausport.gov.au/ethics/policechecks.asp).

5. Request a national police check from our relevant police jurisdiction for people applying for and people who currently occupy, paid or voluntary positions that involves working with people under the age of 18 years. In most police jurisdictions a 'Part Exclusion' check for people working with children can be requested. This check excludes irrelevant records.

6. If the police check indicates a relevant offence, BLIND SPORTS SA will:
- Provide an opportunity for the person to respond/provide an explanation, and make an assessment as to whether the person may pose a risk to or be unsuitable to work with people under the age of 18 years.

If unsatisfied, then BLIND SPORTS SA will in the case of an existing employee/volunteer, transfer the person to another role which does not require them to work [directly and unsupervised] with people under the age of 18 years. If this is not possible, then end the appointment. In the case of someone applying for the position/role, not appoint them.

If the person does not agree to a national police check after explaining why it is a requirement, BLIND SPORTS SA shall make an assessment as to whether the person may pose a risk to or be unsuitable to work with people under the age of 18 years. If unsatisfied, BLIND SPORTS SA will:

- In the case of an existing employee/volunteer, transfer the person to another role which does not require them to work [directly and unsupervised] with people under the age of 18 years. If this is not possible, then end the appointment in the case of someone applying for the position/role, not appoint them.
- Decide whether to offer the person the position, taking into account the result of the police check and any other information BLIND SPORTS SA has available. Where it is not practical to complete the police check prior to employment commencing, BLIND SPORTS SA must still complete the check as soon as possible. BLIND SPORTS SA will

advise the person that their ongoing employment is conditional upon the satisfactory outcome of the check.

7. Where a national police check is obtained under this member protection policy, another organisation which is also required to screen may obtain a copy of the national police check provided that the consent of the relevant person is obtained and the national police check was performed in the immediately preceding two years.

8. Protect the privacy of any person who is checked and the confidentiality of any information obtained through the checking process. Information collected during screening (such as a completed MPD form, police records and referee reports) will be returned to the relevant person if that person is not appointed to/will not remain in the position, or otherwise be destroyed with the consent of the person concerned.

1.1.

Attachment B2: MEMBER PROTECTION DECLARATION

BLIND SPORTS SA has a duty of care to its members and to the general public who interact with its employees, volunteers, members and others involved with BLIND SPORTS SA activities. As part of this duty of care and as a requirement of BLIND SPORTS SA’s Member Protection Policy, BLIND SPORTS SA must enquire into the background of those applying for, undertaking or remaining in any work (paid or voluntary) that involves working 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, acts of violence, intimidation or other forms of harassment.
4. I have never been sanctioned for an anti-doping rule violation under any anti-doping policy applicable to me.
5. I have never participated in, facilitated or encouraged any practice prohibited by the World Anti-Doping Agency Code or any other anti-doping policy applicable to me.
6. To my knowledge there is no other matter that the BLIND SPORTS SA may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
7. I will notify the EO of the organisation(s) engaging me immediately upon becoming aware that any of the matters set out in clauses [1 to 6] above has changed for whatever reason.

Declared in the State/Territory of

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

Parent/Guardian Consent (in respect of 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 B7: SOUTH AUSTRALIAN CHILD PROTECTION REQUIREMENTS

Recent amendments to the *Children's Protection Act 1993*, in South Australia as per the *Children's Protection (Miscellaneous) Amendment Act 2005*, promote a whole of community responsibility to the care and protection of children and young people. Whilst yet to be proclaimed, new provisions relating to the establishment of child safe environments, facilitating effective criminal history checks and the extension of mandated notifiers, will all have an impact upon sporting and recreational organisations.

The new provisions will require government, non-government and volunteer organisations that are entrusted with the care of children or regularly come into contact with children to have strategies in place to prevent and minimise opportunities for abuse and to appropriately respond when abuse occurs or is suspected. Organisations will also be required to implement guidelines and processes that clearly outline effective and timely responses to child protection issues and steps of action.

Standards will be developed to assist organisations move towards creating safer environments for children. Requirements under the standards are likely to include:

- Codes of conduct and principles of good practice for working with children;

- Guidance on standards of conduct for adults in dealing with children;

- Advice on how to deal with cases of bullying or harassment of a child;

- Guidance on informing on cases of child abuse and neglect, or suspected abuse or neglect;

- Advice on the recruitment and supervision of staff of Government and non-government organisations;

- Guidance on how to handle procedures for complaints, and making the complaints process easier for children;

- Monitoring progress of child safe environments in Government and non-government sectors and periodic reporting; and

- Developing and issuing standards in dealing with information about the criminal history of employees and volunteers.

The amendments to the *Children's Protection Act 1993* **may** also require sport and recreation organisations to develop or comply with new criminal history check provisions. This **may** mean undertaking a criminal history check

for any person in a prescribed position (including employees, volunteers, agents, subcontractors and contractors) who has:

- Regular contact/close proximity to children; or
- Supervision of such a person; or
- Access to children's records;
- Or else as prescribed by regulation.

Mandatory reporting is currently a requirement by law in South Australia. Mandatory reporting means that those people covered by the law must report reasonable suspicions of child abuse or neglect.

Those currently mandated under the law include teachers, medical practitioners, health professionals, child care workers, day care providers, social workers and workers, volunteers and managers within government departments or non-government agencies that provide services to children.

Under the new legislation a person employed by, or volunteering in, organisations that provide sporting or recreational services for children will also be mandated.

THROUGHOUT THE YEAR, FURTHER INFORMATION AND ADVICE RELATING TO PROCLAMATION AND IMPLEMENTATION OF THESE PROVISIONS WILL BE PROVIDED BY THE OFFICE FOR RECREATION AND SPORT IN SOUTH AUSTRALIA. ONCE PROCLAIMED, PENALTIES OF UP TO \$10,000 WILL APPLY FOR NON-COMPLIANCE WITH THE REQUIREMENTS UNDER THE LEGISLATION. *UNTIL THIS TIME RECREATION AND SPORT ORGANISATIONS SHOULD CONTINUE TO FOLLOW THE GENERIC CHILD PROTECTION REQUIREMENTS AND THE RISK MANAGEMENT PROCESS SET OUT IN 'CHILD PROTECTION IN SPORT - NATIONAL OVERVIEW' DOCUMENT PROVIDED BY THE AUSTRALIAN SPORTS COMMISSION.*

PART C: COMPLAINT HANDLING PROCEDURES

To ensure consistency and that the principles of natural justice are followed in all aspects of handling or conducting complaints, allegations, investigations, tribunals and disciplinary measures, BLIND SPORTS SA will follow and implement the following procedures:

C1 Complaints Procedure

C2 Mediation Procedure

C3 Investigation Procedure

C4 Investigation Procedure for allegations of child abuse

C5 Hearings and Appeals Tribunal Procedure

C6 Disciplinary Measures

Attachment C1: COMPLAINTS PROCEDURE

A complaint can be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. Complaints will always vary. They may be about individual or group behaviour; they may be extremely serious or relatively minor; they may be about a single incident or a series of incidents; and the person about who the allegation is made may admit to the allegations or emphatically deny them. Given all of the variables that can arise, BLIND SPORTS SA provides a step-by-step complaint procedure that people may use/enter at any stage.

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

If at any point in the complaint process the MPIO considers that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious, the matter will be referred to the BLIND SPORTS SA Board for appropriate action. All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

Step 1

As a first step you (the complainant) should try to sort out the problem with the person or people involved if you feel able to do so.

Step 2

If:

the first step is not possible/reasonable; or

you are not sure how to handle the problem by yourself; or
you just want to talk confidentially about the problem with someone and get some more information about what you can do; or
the problem continues after you tried to approach the person or people involved; then talk with one of our Member Protection Information Officers (MPIOs). A list of MPIOs can be obtained by contacting our office.

The MPIO will:

- take notes about your complaint (which the MPIO will keep in a secure and confidential place);
- try to sort out the facts of the problem;
- ask what outcome/how you want the problem resolved and if you need support;
- provide possible options for you to resolve the problem;
- explain how our complaints procedure works;
- act as a support person if you so wish;
- refer you to an appropriate person to help you resolve the problem, if necessary;
- inform the relevant government authorities and/or police if required by law to do so; and maintain strict confidentiality.

Step 3

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 work out your own resolution (with or without a support person such as an MPIO); or
- to seek an informal mediated resolution with the help of a third person (such as a mediator or a Manager).

If you wish to remain anonymous, BLIND SPORTS SA can't assist you to resolve your complaint. We have to follow the principles of natural justice and be fair to both sides. This means that BLIND SPORTS SA or you may be required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond to all the allegations.

Step 4

If your complaint is not resolved to your satisfaction, you may:

- make a formal complaint in writing to the Executive Officer or Board Chair; or

approach a relevant external agency such as an equal opportunity commission, for advice.

Step 5

If you decide to make a formal complaint in writing under Step 4, the Executive Officer or Board Chair will, on receiving the formal complaint and based on the material you have provided, decide whether:

- they are the most appropriate person to receive and handle the complaint;
- the nature and seriousness of the complaint warrants a formal resolution procedure. Some complaints may be of a minor and/or purely personal nature with no connection to the activities of BLIND SPORTS SA. In these cases, the Executive Officer or Board Chair may determine that the complaint does not warrant a formal resolution procedure;
- to appoint a person to investigate the complaint;
- to refer the complaint to an informal or formal mediation session;
- to refer the complaint to a hearings tribunal;
- to refer the matter to the police or other appropriate authority; and/or
- to implement any interim administrative or other arrangements that will apply until the complaint process set out in these Procedures is completed.

In making the decision(s) outlined above, the Executive Officer or Board Chair will take into account:

- whether they have had any personal involvement in the circumstances giving rise to the complaint and, if so, whether their ability to impartially manage the complaint is compromised or may appear to be compromised;
- whether, due to the nature of the complaint, specific expertise or experience may be required to manage the complaint;
- your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- whether, due to the nature of the complaint, the relationship between you and the respondent and any other relevant factors, the complaint should be referred (or should not be referred) to informal or formal mediation or to a hearings tribunal. Relevant factors may include an actual or perceived power imbalance between you and the respondent, the nature of any ongoing working relationship between you and the respondent, and the personal attributes of you and the respondent (for example, if one party does not speak English fluently, some of the possible complaints resolution mechanisms may not be appropriate);

the nature and sensitivity of any information or other material that must be provided by you, the respondent, and any of the other people involved in the complaint;

whether the facts of the complaint are in dispute; and

the urgency of the complaint, including the likelihood and the consequences (if the complaint is ultimately proven) that you will be subject to further unacceptable behaviour while the complaint process set out in these Procedures is being conducted.

If Executive Officer or Board Chair is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:

get full information from you (the complainant) about your complaint and how you want it resolved (if this information has not already been obtained through earlier steps);

put the information they've received from you to the person/people you're complaining about and ask them to provide their side of the story;

decide whether they have 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. This action may include disciplinary action in accordance with Attachment C6, appointing a person to investigate the complaint, referring the complaint to an informal or a formal mediation session or a hearings tribunal and/or referring the complaint to the police or other appropriate authority.

Step 6

If:

a person is appointed to investigate the complaint under **Step 5**, the investigator will conduct the investigation and provide a written report to the Executive Officer or Board Chair who will determine what, if any, further action to take. This action may include a direction to the investigator to make further enquiries and obtain additional information, disciplinary action in accordance with Attachment C6, and referring the complaint to an informal or a formal mediation session, a hearings tribunal and/or the police or other appropriate authority;

the complaint is referred to an informal or a formal mediation session under **Step 5**, the mediation session will be conducted in accordance with Attachment C2 or as otherwise agreed by you and the respondent;

the complaint is referred to a hearings tribunal under **Step 5**, the hearing will be conducted in accordance with Attachment C5;

the complaint is referred to the police or other appropriate authority under **Step 5**, BLIND SPORTS SA will use its best endeavours to provide all reasonable assistance lawfully required by the police or other appropriate authority; and interim administrative or other arrangements are implemented

under **Step 5**, BLIND SPORTS SA will periodically review these arrangements to ensure that they are effective.

Any costs relating to the complaint process set out in this Policy (e.g. investigation and/or mediation and/or hearings tribunal) are to be met by BLIND SPORTS SA unless otherwise stated in the relevant Attachment.

Step 7

If, under **Step 6**, an informal or formal mediation session is conducted, and you and the respondent(s) cannot reach a mutually acceptable mediated solution to the complaint, you may request that the Executive Officer or Board Chair reconsider the complaint in accordance with **Step 5**.

You or the respondent(s) may be entitled to appeal where:

under **Step 5**, a decision was made by the Executive Officer or Board Chair

- not to take any action; or
- to take disciplinary action; or under **Step 6**, a decision was made by the Executive Officer, Board Chair or a hearings tribunal:
- not to take any action; or
- to take disciplinary action.

The grounds for appeal and the process for appeals under this Policy are set out in Attachment C5. If the internal complaints processes set out in this Policy do not achieve a satisfactory resolution/outcome for you, or if you believe it would be impossible to get an impartial resolution within BLIND SPORTS SA, you may choose to approach an external agency such as an equal opportunity commission to assist with a resolution.

Step 8

The Executive Officer will document the complaint, the process followed and the outcome. This document will be stored in a confidential and secure place. If the complaint was dealt with at a state/district level, the information will be stored in the state association office. If the matter is of a serious nature, or if the matter was escalated to and/or dealt with at the national level, the original document will be stored at the national office with a copy stored at the state office.

External procedure

There may be a range of external options available to you depending on the nature of your complaint. If you feel that you have been harassed or discriminated against, you can seek advice from your State or Territory equal opportunity commission without being obliged to make a formal complaint. If the commission advises you that the problem appears to be a type of

harassment that comes within its jurisdiction, you may then make a decision as to whether or not to lodge a formal complaint with the commission.

Once an anti-discrimination commission receives a complaint, an investigation will be conducted. If it appears that unlawful harassment or discrimination has occurred, there will usually be an attempt to conciliate the complaint confidentially first. If this fails, or is inappropriate, the complaint may go to a formal hearing where a finding will be made as to whether unlawful harassment or discrimination occurred. The tribunal will decide upon what action, if any, will be taken. This could include financial compensation for such things as distress, lost earnings or medical and counselling expenses incurred.

An anti-discrimination commission can decline to investigate a complaint, or dismiss a complaint at any point in the investigation, conciliation or public hearing stages.

If you do lodge a complaint under anti-discrimination law, you may use an appropriate person (e.g. an MPIO) as a support person throughout the process. It is also common to have a legal representative, particularly at the hearing stage of a complaint.

Attachment C2: MEDIATION

Mediation is a process by which people who are in conflict can be helped to communicate with each other about what is important for them and how to make decisions about resolving their dispute.

Mediators provide a supportive atmosphere and method of talking to one another, to assist in sorting out the issues, coming up with acceptable solutions and making mutually satisfactory agreements.

This attachment outlines the general procedure of mediation that will be followed by BLIND SPORTS SA.

1. The people involved in a formal complaint (complainant and respondent(s)) may work out their own resolution of the complaint or seek the assistance of a neutral third person or a mediator. Mediation may occur either before or after an investigation of the complaint.
2. Mediation (getting those involved to come to a joint agreement about how the complaint should be resolved) will only be recommended:
 - a. After the complainant and respondent have had their chance to tell their version of events to an MPIO on their own; *and*
 - b. The MPIO does not believe that any of the allegations warrant any form of disciplinary action - proven serious allegations will not be mediated, no matter what the complainant desires; and
 - c. Mediation looks like it will work (i.e. the versions given by the complainant and respondent tally or almost tally and/or at the very least, it looks as though it will be possible for each party to understand the other party's point of view).
3. Mediation will **not** be recommended if:
 - a. The respondent has a completely different version of the events and they won't deviate from these;
 - b. The complainant or respondent are unwilling to attempt mediation; or
 - c. Due to the nature of the complaint, the relationship between you and the respondent(s) and any other relevant factors, the complaint is not suitable for mediation.
4. If mediation is chosen to try and resolve the complaint, the MPIO will, in consultation with the complainant and the respondent(s), arrange for a mediator to mediate the complaint.
5. The MPIO will notify the respondent(s) that a formal complaint has been made, provide them with details of the complaint and notify them BLIND

SPORTS SA has decided to refer the matter to mediation to resolve the complaint.

6. The mediator's role is to assist the complainant and respondent(s) reach an agreement on how to resolve the problem. The mediator, in consultation with the complainant and respondent(s), will choose the procedures to be followed during the mediation. At a minimum, an agenda of issues for discussion will be prepared by the mediator.

7. The mediation will be conducted confidentially and without prejudice to the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.

8. At the end of a successful mediation the mediator will prepare a document that sets out the agreement reached between the complainant and respondent(s) and it will be signed by them as their agreement.

9. If the formal complaint is not resolved by mediation, the complainant may:

- a. Write to the Executive Officer or Board Chair to request that the Executive Officer or Board Chair reconsider the complaint in accordance with **Step 5**; or
- b. Approach an external agency such as an anti-discrimination commission.

Attachment C3: INVESTIGATION PROCESS

If an investigation needs to be conducted the following steps are to be followed:

1. A written brief will be provided to the investigator to ensure the terms of engagement and scope of the investigator's role and responsibilities are clear.
2. The complainant will be interviewed and the complaint documented in writing.
3. The details of the complaint will be conveyed to the person/people complained about (respondent(s)) in full. The respondent(s) must be given sufficient information to enable them to properly respond to the complaint.
4. The respondent(s) will be interviewed and given the opportunity to respond. The respondent(s) response to the complaint will be documented in writing.
5. If there is a dispute over the facts, then statements from witnesses and other relevant evidence will be obtained to assist in a determination.
6. The investigator will 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); and/or mischievous, vexatious or knowingly untrue.
7. A report documenting the complaint, investigation process, evidence, finding and, if requested, recommendations, will be given to the Executive Officer or Board Chair
8. A report documenting the complaint and summarising the investigation process and key points that were found to be substantiated, inconclusive, unsubstantiated and/or mischievous will be provided to the complainant and the respondent(s).
9. Both the complainant and the respondent(s) are entitled to support throughout this process from their chosen support person/adviser (e.g. MPIO or other person).

10. The complainant and the respondent(s) may have the right to appeal against any decision based on the investigation. Information on our appeals process is in Attachment C5.

Attachment C4: INVESTIGATION PROCEDURE - CHILD ABUSE

An allegation of child abuse is a very serious matter and must be handled with a high degree of sensitivity. The initial response to a complaint that a child has allegedly been abused should be immediate if the incident/s are serious or criminal in nature while less serious/urgent allegations should be actioned as soon as possible, preferably within 24 hours.

The following is a basic outline of the key processes to follow. More information can be obtained from your relevant State or Territory government agency.

Step 1 - Clarify basic details of the allegation

Any complaints, concerns or allegations of child abuse should be made or referred to the Executive Officer

The initial response of the person that receives the complaint from the child (or person on behalf of the child) is crucial to the well-being of the child. It is important for the person receiving the information to:

- Listen to, be supportive and do not dispute what the child says;
- Reassure the child that what has occurred is not the fault of the child;
- Ensure the child is safe;
- Be honest with the child and explain that other people may need to be told in order to stop what is happening; and
- Ensure that what the child says is quite clear but do not elicit detailed information about the abuse. You should avoid suggestive or leading questions.

The person receiving the complaint should obtain and clarify basic details (if possible) such as:

- Child's name, age and address;
- Person's reason for suspecting abuse (observation, injury or other); and
- Names and contact details of all people involved, including witnesses.

Step 2 – Report allegations of a serious or criminal nature

Any individual or organisation to which this policy applies, should immediately report any incident of a serious or a criminal nature to the police and other appropriate authority.

If the allegation involves a child at risk of harm, the incident should immediately be reported to the police or other appropriate government

agency. You may need to report to both the police and the relevant government agency.

The relevant State or Territory authority should be contacted for advice if there is **any** doubt about whether the complaint should be reported.

If the child's parent/s are suspected of committing the abuse, report the allegation to the relevant government agency.

Step 3 – Protect the child

The Executive Officer should assess the risks and take interim action to ensure the child's/children's safety. Some options could include redeployment of the alleged offender to a non-child related position, supervision of the alleged offender or removal/suspension from their duties until the allegations are finally determined.

The Executive Officer should also address the support needs of the person against whom the complaint is made. Supervision of the person should ideally occur with the knowledge of the person.

- If stood down, it should be made clear to all parties that are aware of the incident that this does not mean the person is guilty and a proper investigation still needs to be undertaken.

Step 4 – Further clarify and investigate allegation

For allegations of a serious or criminal nature (for example, sexual abuse):

Seek advice from the police and relevant government agency as to whether BLIND SPORTS SA should carry out its own internal investigation (in addition to any police or relevant government agency investigation).

If the police and/or relevant government agency advises that it is appropriate, then appoint an independent person (where possible) with appropriate expertise to conduct an investigation. The investigator should:

- Contact the parents/carers of the child at an appropriate time and as directed by the police or relevant government agency.
- If appropriate, meet with parents/carers and the child to clarify the incident and offer support on behalf of BLIND SPORTS SA if required (eg professional counselling).
- Meet with the person against whom the allegation refers at an appropriate time and as directed by the relevant authority and give the person an opportunity to explain or respond to the allegation and identify any witnesses and supporting evidence. The person should have an opportunity to invite a support person/adviser to attend at a meeting and should be offered support (example, professional counselling) if necessary.
- Obtain a signed statement and record of interview from the person.
- Make contact with any witnesses and obtain written and signed statements outlining details of the allegation (what happened, when,

how). This should only occur following advice from the relevant authority.

- Obtain other information that could assist in making a decision on the allegation.

The information collected during the investigation should be made available to the relevant authorities.

Strict confidentiality, impartiality, fairness and due process must be maintained at all times.

For allegations of a less serious nature (e.g. verbal abuse):

Where possible, appoint an independent person with appropriate expertise to make contact and meet with each of the people involved to obtain details of the allegation.

The investigator should follow the procedure set out in Attachment C3.

Strict confidentiality, impartiality, fairness and due process must be maintained at all times.

Step 5 – Record and analyse all information

If an internal investigation was conducted under **Step 4**, the investigator will provide a report to the Executive Officer

The decision-maker(s) will be The Board of Directors of BLIND SPORTS SA and will remain separate and at arm's length from the investigator.

The Board will consider all the information and determine a finding. It will also recommend action and its rationale for the action.

Step 6 – Undertake disciplinary action

For incidents of a serious or criminal nature, consideration must be given to the findings of the police and/or the government agency before making a decision on disciplinary proceedings.

If disciplinary action is to be taken, follow the procedures outlined in Attachment C6 of the policy.

Implement any disciplinary decision recommended by the Board. The action should be immediate.

Check with the relevant state government authority to see if you need to forward a report (e.g. the NSW Commission for Children and Young People requires notification of relevant employment proceedings).

Attachment C5: HEARINGS & APPEALS TRIBUNAL PROCEDURE

The following Tribunal Hearing Procedure will be followed by hearings tribunals established by BLIND SPORTS SA.

Tribunal Formation and Notification

1. A Tribunal Panel will be constituted following the rules outlined in BLIND SPORTS SA's Constitution, to hear a complaint that has been referred to it by the Board or Executive Officer
2. The Board or Executive Officer will organise for a Tribunal to be convened by notifying Tribunal Panel members that they are required to hear a complaint. The Tribunal Panel members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the Executive Officer and/or Board relating to the complaint/allegations.
3. The Tribunal Hearing will be scheduled as soon as practicable, but must allow adequate time for the person being complained about (respondent(s)) to prepare to respond to the complaint.
4. The number of Tribunal Panel members required to be present throughout the Tribunal Hearing Process will be three (3).
 - 4.1 The Tribunal Panel will not include any person who has any actual or perceived conflict of interest, preconceived opinions, vested interests or personal involvement relating to the complaint.
 - 4.2 The Tribunal Panel will comprise at least one person who has knowledge, and preferably experience, of any relevant laws relating to the complaint (e.g. anti-harassment).
 - 4.3 If a member of the Tribunal Panel cannot continue once the Tribunal Hearing has commenced, and the minimum number required for the Tribunal Hearing is still maintained, the discontinuing member will not be replaced.
 - 4.4 If the specific or minimum number is not maintained, the discontinuing member may be replaced if it is considered appropriate by the Tribunal Chairperson. Factors to consider should include the circumstances of the complaint and the ability of the new Tribunal Panel member to be reasonably and impartially informed of the hearing evidence up until the time of their appointment. If the Tribunal Chairperson believes it is not appropriate for a new Tribunal Panel member to be appointed then the Tribunal will be rescheduled to a later date. The Tribunal Chairperson will inform the Executive Officer of the need to reschedule, and the Executive Officer will organise for the Tribunal Hearing, with a new Tribunal Panel to be reconvened.
5. The Executive Officer will inform the respondent(s) by written notification that a tribunal hearing will take place. The written notification will outline:
 - That the person has a right to appear at the tribunal hearing to defend the complaint/allegation;

Details of the complaint, including any relevant rules or regulations they are accused of breaching (if there is more than one complaint these should be set out separately);

The date, time and venue of the tribunal hearing;

That they can make either verbal or written submissions to the Tribunal;

That they may arrange for witnesses to attend the Tribunal in support of their position;

An outline of any possible penalties that may be imposed if the complaint is found to be true; and

That legal representation will not be allowed. [If the respondent is considered a minor, they should have a parent or guardian present.]
A copy of any information / documents that have been given to the Tribunal (eg investigation report findings) will also be provided to the respondent.

The respondent(s) will be allowed to participate in all BLIND SPORTS SA activities and events, pending the decision of the Tribunal, including any available appeal process, unless the Executive Officer or Board believes it is warranted to exclude the respondent(s) from all or some BLIND SPORTS SA activities and events, after considering the nature of the complaint.

6. The Executive Officer will inform the person making the complaint (complainant) by written notification that a tribunal hearing will take place. The written notification will outline:

That the person has a right to appear at the tribunal hearing to support their complaint;

Details of the complaint, including any relevant rules or regulations they are accused of breaching (if there is more than one complaint these should be set out separately);

The date, time and venue of the tribunal hearing;

That they can make either verbal or written submissions to the Tribunal;

That they may arrange for witnesses to attend the Tribunal in support of their position; and

That legal representation will not be allowed. [If complainant is considered a minor, they should have a parent or guardian present.]

A copy of any information / documents that have been given to the Tribunal (eg investigation report findings) will also be provided to the complainant.

7. If the complainant believes the details of the complaint are incorrect or insufficient they should inform the Executive Officer as soon as possible so that the respondent and the Tribunal Panel members can be properly informed of the complaint.

Tribunal Hearing Procedure

1. The following people will be allowed to attend the Tribunal Hearing:
 - The Tribunal Panel members;
 - The respondent(s);
 - The complainant;
 - Any witnesses called by the respondent;
 - Any witnesses called by the complainant;
 - Any parent / guardian or support person required to support the respondent or the complainant.

2. The Tribunal Chairperson will call the hearing to order at the designated time and determine if the respondent(s) is present.

3. If the respondent(s) is not present and the Tribunal Chairperson considers that no valid reason has been presented for their absence, the Tribunal Hearing will continue subject to the Tribunal Chairperson being satisfied that all Tribunal notification requirements have been carried out correctly.

4. If the Tribunal Chairperson considers that a valid reason for the non-attendance of the respondent(s) is presented, or the Tribunal Chairperson does not believe the Tribunal notification requirements have been carried out correctly, then the Tribunal Hearing will be rescheduled to a later date.

5. The Tribunal Chairperson will inform the Executive Officer of the need to reschedule, and the Executive Officer will organise for the Tribunal Hearing to be reconvened.

6. The Tribunal Chairperson will read out the complaint that is to be judged, ask the respondent(s) if they understand the complaint being made against them, and if they agree or disagree with the complaint.

7. If the person agrees with the complaint, they will be asked to provide any evidence or witnesses that should be considered by the Tribunal Panel when determining any disciplinary measures.

8. If the person disagrees with the complaint, the complainant will be asked to describe the circumstances that lead to the complaint being made.
 - Brief notes may be referred to.
 - The complainant will be allowed to call witnesses.
 - The respondent(s) may be allowed to question the complainant and their witnesses.

9. The respondent(s) will then be asked to respond to the complaint.
 - Brief notes may be referred to.
 - The respondent will be allowed to call witnesses.
 - The complainant may be allowed to ask questions of the respondent and their witnesses.

10. Both the complainant and respondent will be allowed to be present when evidence is presented to the Tribunal. Witnesses may be asked to wait outside the Tribunal Hearing until required.

11. The Tribunal will be allowed to:
 - consider any evidence, and in any form, that it deems relevant.
 - question any person giving evidence.
 - limit the number of witnesses presented if it is agreed by all parties that they will support the person who requested them, but will not provide any new evidence.

12. Video evidence, if available, may be presented. The arrangements must be made entirely by the person/s wishing to offer this type of evidence.

13. If the Tribunal considers that at any time during the Tribunal Hearing that there is any unreasonable or intimidatory behaviour from anyone allowed to be present, the Tribunal Chairperson shall have the power to stop any further involvement of the person in the Tribunal Hearing.

14. After all of the evidence has been presented the Tribunal Panel will make its decision in private. If the Tribunal believes the complaint has been substantiated on the balance of probabilities (i.e. more probable than not), the respondent will then be given an opportunity to address the Tribunal Panel and make a submission on any disciplinary measures that may be imposed. Only those disciplinary measures outlined in BLIND SPORTS SA's Constitution and Member Protection Policy will be considered. Any disciplinary measure imposed must be reasonable in the circumstances.

15. All decisions made by the Tribunal will be based on a majority vote.

16. The Tribunal Chairperson will announce the decision in the presence of all those involved in the hearing and will declare the hearing closed.

17. Within 48 hours, the Tribunal Chairperson will:
 - 24.1 Forward to the Executive Officer a copy of the tribunal decision including any disciplinary measures imposed.

24.2 Forward a letter to the respondent(s) reconfirming the Tribunals decision and any disciplinary measures imposed. The letter should also outline, if allowed, the process and grounds for an appeal to be made.

Appeals Procedure

1. A complainant or a respondent(s) who is not satisfied with a decision described in **Step 7** of the Complaints Procedures can lodge one appeal to BLIND SPORTS SA on one or more of the following bases:
 - 25.1 That a denial of natural justice has occurred; or
 - 25.2 That the disciplinary measure(s) imposed is unjust and/or unreasonable; or
 - 25.3 That new evidence that was not reasonably available at the time of the hearing has become available.
2. A person wanting to appeal in accordance with paragraph 25 must lodge a letter stating their intention and the basis for their appeal with the Executive Officer within seven (7) days of the relevant decision. An appeal fee of \$100 shall be included with the letter of intention to appeal.
3. If the letter of appeal is not received by the Executive Officer within the relevant time period the right of appeal will lapse. If the letter of appeal is received but the appeal fee is not received by the relevant time, the appeal shall be deemed to be withdrawn.
4. Upon receipt of the letter of appeal, the Executive Officer must convene a special meeting of the BLIND SPORTS SA Board to review the letter of appeal and decide whether there are sufficient grounds for the appeal to proceed. The BLIND SPORTS SA Board will be able to invite any witnesses to the meeting it believes are required to make an informed decision.
5. If it is considered that the letter of appeal has not shown sufficient grounds for appeal in accordance with paragraph 25, then the appeal will not proceed and the person will be notified of this decision and the reasons for this decision. The appeal fee will be forfeited.
6. If the appeal is considered to have sufficient grounds to proceed then a Tribunal with a new panel will be convened to rehear the complaint. The new Tribunal Chairperson shall follow the Tribunal Formation and Notification procedures outlined above.
7. The Tribunal Hearing Procedure shall be followed for the appeal.
8. The decision of the appeal Tribunal will be final.
9. The appeal fee will only be returned if the appeal is upheld.

Attachment C6: DISCIPLINARY MEASURES

Any disciplinary measure imposed by a Tribunal, the Board or Executive Officer under this policy must:

- Observe any contractual and employment rules and requirements;
- Conform to the principles of natural justice;
- Be fair and reasonable;
- Be based on the evidence and information presented;
- Be within the powers of the Tribunal, Board or Executive Officer to impose the disciplinary measure.

Individual

Subject to contractual and employment requirements, if a finding is made that an individual has breached BLIND SPORTS SA's Member Protection Policy (including the Codes of Conduct), one or more of the following forms of discipline may be imposed by Tribunal, Board or Executive Officer.

1. A direction that the individual make a verbal and/or written apology;
2. A written warning;
3. A direction that the individual attend counselling to address their behaviour;
4. A withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by the BLIND SPORTS SA;
5. A demotion or transfer of the individual to another location, role or activity;
6. A suspension of the individual's membership or participation or engagement in a role or activity;
7. Termination of the individual's membership, appointment or engagement;
8. Recommend that BLIND SPORTS SA terminate the individual's membership, appointment or engagement;
9. In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
10. Any other form of discipline that Tribunal, Board or Executive Officer considers appropriate. When imposing any form of discipline, it will be

accompanied by a warning that a similar breach of policy by that individual in the future may result in the imposition of a more serious form of discipline.

Organisations

If a finding is made that a member association of affiliated organisation has breached BLIND SPORTS SA's Member Protection Policy (including the Codes of Conduct), one or more of the following forms of discipline may be imposed by the Tribunal, Board or Executive Officer:

1. A written warning;
2. A monetary fine;
3. A direction that any rights, privileges and benefits provided to that organisation by the national body or other peak association be suspended for a specified period;
4. A direction that any funding granted or given to it by BLIND SPORTS SA cease from a specified date;
5. A direction that BLIND SPORTS SA or a member association cease to sanction events held by or under the auspices of that organisation;
6. A recommendation to BLIND SPORTS SA that its membership of BLIND SPORTS SA or a member association be suspended or terminated in accordance with the relevant constitution or rules; and/or
7. Any other form of discipline that the national body or peak organisation considers to be appropriate. When imposing any form of discipline, it will be accompanied by a warning that a similar breach of policy by the organisation in the future may result in more serious form of discipline.

Factors to consider when imposing discipline

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

If the individual is a parent and/or spectator ability to enforce a penalty may be difficult;

Nature and seriousness of the behaviour or incidents;

In a case where action is taken concurrently with or in lieu of a resolution of a formal complaint, the wishes of the complainant;

If the individual concerned knew or should have known that the behaviour was a breach of the policy;

Level of contrition of the respondent(s);

The effect of the proposed disciplinary measures on the respondent(s) including any personal, professional or financial consequences;

If there have been relevant prior warnings or disciplinary action;
and/or

If there are any mitigating circumstances such that the respondent(s)
shouldn't be disciplined at all or not disciplined so seriously.

PART D: CODES OF CONDUCT

Attachment D1: GENERAL CODE OF CONDUCT

As a member of Australian Athletes with a Disability (BLIND SPORTS SA), a member organisation or affiliated club, or another person required to comply with BLIND SPORTS SA's Member Protection Policy, you must meet the following requirements in regard to your involvement in any activity held or sanctioned by BLIND SPORTS SA, a member organisation or affiliated club.

1. Respect the rights, dignity and worth of others
2. Be fair, considerate and honest in all dealings with others
3. Be professional in and accept responsibility for, your actions
4. Be aware of and abide by all BLIND SPORTS SA's Policies and Procedures
5. Be aware of and maintain an uncompromising adherence to your sport's standards, rules, regulations and policies
6. Operate within the rules of your sport/s including national and international governing guidelines
7. Do not use your involvement to promote your own beliefs, behaviours or practices where these are inconsistent with those of BLIND SPORTS SA, a member organisation or affiliated club
8. Demonstrate a high degree of individual responsibility, especially when dealing with persons under 18 years of age, as your words and actions are an example
9. Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible
10. Refrain from any form of harassment of others
11. Refrain from any behaviour which may bring your sport, your team, BLIND SPORTS SA, a member association or affiliated club into disrepute
12. Ensure a safe environment for the conduct of all activities

13. Show concern and caution towards others who may be sick or injured
14. Be a positive role model
15. Maintain the confidentiality of any information you may come across in the course of your involvement with BLIND SPORTS SA, a member association or affiliated club.
16. Understand the repercussions if you breach or are aware of any breaches of this Code of Conduct

Attachment D2: ADMINISTRATOR CODE OF CONDUCT

In addition to BLIND SPORTS SA's General Code of Conduct (Appendix D1), you must also meet the following in regard to your conduct during any activity held by or under the auspices of BLIND SPORTS SA, a member organisation or affiliated club and in your role as an administrator:

1. Resolve any conflicts fairly and promptly through established procedure
2. Maintain strict impartiality
3. Be aware of your legal responsibilities

Attachment D3: COACH CODE OF CONDUCT

In addition to BLIND SPORTS SA's General Code of Conduct (Appendix D1), you must also meet the following in regard to your conduct during any activity held by or under the auspices of BLIND SPORTS SA, a member organisation or affiliated club and in your role as a coach appointed by BLIND SPORTS SA, a member organisation or affiliated club:

1. Do not tolerate acts of aggression
2. Provide feedback to athletes and other participants in a manner sensitive to their needs. Avoid overly negative feedback
3. Be reasonable in my demands of athletes and other team staff
4. Be consistent, objective and courteous when making decisions
5. Recognise athletes' rights to consult with other coaches and advisors. Co-operate fully with other specialists (eg sports scientists, doctors, physiotherapists etc)
6. Treat all athletes fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual

orientation, religion, political beliefs, socioeconomic status and other conditions

7. Encourage and facilitate athletes' independence and responsibility for their own behaviour, performance, decisions and actions

8. Involve the athletes in decisions that affect them

9. Encourage athletes to respect one another and to expect respect for their worth as individuals regardless of their level of play

10. Ensure that the tasks and/or training set are suitable for the age, experience, ability and physical and psychological conditions of the athletes

11. Ensure any physical contact with athletes is appropriate to the situation and necessary for the athlete's skill development

12. Be acutely aware of the power that you as a coach develop with your athletes in the coaching relationship and avoid any sexual intimacy with athletes that could develop as a result

13. Avoid any situations with your athletes that could be construed as compromising

14. Actively discourage the use of performance enhancing drugs and the use of alcohol, tobacco and illegal substances

15. Refrain from using offensive or abusive language

16. Do not exploit any coaching relationship to further personal, political or business interests at the expense of the best interests of your athletes

17. Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules

1

8. Condemn unsporting behaviour

19. Know and abide by rules, regulations and standards, and encourage athletes to do likewise. Accept both the letter and spirit of the rules

20. At all times when travelling to and from and whilst participating in a sporting or social event, dress in team uniform or other attire appropriate to the occasion.

21. Be honest and ensure that qualifications are not mis-represented

Attachment D4: OFFICIAL CODE OF CONDUCT

In addition to BLIND SPORTS SA's General Code of Conduct (Appendix D1), you must also meet the following in regard to your conduct during any activity held by or under the auspices of BLIND SPORTS SA, a member organisation or affiliated club and in your role as an official appointed by BLIND SPORTS SA, a member organisation or affiliated club:

1. Place the safety and welfare of the athletes/participants above all else
2. Accept responsibility for all actions taken
3. Be impartial in all dealings
4. Avoid any situation which may lead to conflict of interest
5. Be courteous, respectful and open to discussion and interaction
6. Value the individual in the sport
7. Know and abide by current rules, regulations and standards. Enforce both the letter and spirit of the rules
8. Be honest and ensure that qualifications are not mis-represented

Attachment D5: ATHLETE CODE OF CONDUCT

In addition to BLIND SPORTS SA's General Code of Conduct (Appendix D1), you must also meet the following in regard to your conduct during any activity held by or under the auspices of BLIND SPORTS SA, a member organisation or affiliated club and in your role as an athlete/participant in such activities:

1. Respect the rights, dignity and worth of fellow athletes, team staff, officials and spectators
2. Do not tolerate acts of aggression
3. Respect the talent, potential and development of fellow athletes and competitors
4. Care for and respect the equipment provided to you as part of your program
5. Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements
6. At all times avoid intimate relationships with your coach
7. Conduct yourself in a professional manner relating to language, temper and punctuality
8. Maintain high personal behaviour standards at all times
9. Abide by the rules and respect the decisions of the officials, making any appeals through the formal processes and respecting the final decision
10. Be honest in your attitude and preparation to training. Work equally hard for yourself and your team
11. Co-operate with coaches and staff in the development of programs to adequately prepare you for competition at the highest level
12. Take advantage of any opportunities to have input to the team and/or program
13. Treat all athletes fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socioeconomic status and other conditions

14. Avoid the use of performance enhancing drugs and the use of alcohol, tobacco and illegal substances and actively encourage other athletes to do the same

15. Refrain from using offensive or abusive language

16. Condemn unsporting behaviour

17. Know and abide by rules, regulations and standards, and encourage team-mates to do likewise. Accept both the letter and spirit of the rules

18. At all times when travelling to and from and whilst participating in a sporting or social event, dress in team uniform or other attire appropriate to the occasion.

Attachment D6: CLASSIFIER CODE OF CONDUCT

In addition to BLIND SPORTS SA's General Code of Conduct (Appendix D1), you must also meet the following in regard to your conduct during any activity held by or under the auspices of BLIND SPORTS SA, a member organisation or affiliated club and in your role as a classifier appointed by BLIND SPORTS SA, a member organisation or affiliated club:

1. Respect the rights, dignity and worth of all athletes

2. Explain all testing in a clear and comprehensive manner

3. Explain all results and decisions in a clear and comprehensive manner, checking the athlete's understanding of these decisions

4. Be courteous, respectful and open to discussion and interaction with an athlete or their designated representative (eg parent, team staff member etc)

5. At all times conduct yourself in a professional manner

6. Be fair and impartial in dealings with all athletes

7. Accept responsibility for all actions

Attachment D7: TEAM STAFF CODE OF CONDUCT

In addition to BLIND SPORTS SA's General Code of Conduct (Appendix D1), you must also meet the following in regard to your conduct during any activity held by or under the auspices of BLIND SPORTS SA, a member organisation or affiliated club and in your role as a member of team staff appointed by BLIND SPORTS SA, a member organisation or affiliated club:

1. Respect the rights, dignity and worth of all athletes, team staff, officials and spectators
2. Do not tolerate acts of aggression
3. Conduct yourself in a professional manner relating to language, temper and punctuality
4. Maintain high personal behaviour at all times
5. Co-operate with athletes and other staff in the development of programs to adequately prepare athletes for competition at the highest level
6. Treat all athletes fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socioeconomic status and other conditions
7. Encourage and facilitate athletes' independence and responsibility for their own behaviour, decisions, performance and actions
8. Encourage all team members to respect one another and to expect respect for their worth as an individual
9. Avoid situations with team members that may be construed as compromising
10. Actively discourage the use of performance enhancing drugs and the use of alcohol, tobacco and illegal substances
11. Ensure any physical contact with athletes is appropriate to the situation
12. Refrain from using offensive or abusive language
13. Condemn unsporting behaviour

14. At all times act in the best interests of the athletes and/or team

15. At all times when travelling to and from and whilst participating in a sporting or social event, dress in team uniform or other attire appropriate to the occasion

Attachment D8: PARENT/GUARDIAN CODE OF CONDUCT

In addition to BLIND SPORTS SA's General Code of Conduct (Appendix D1), as a parent/guardian of an athlete/participant in any activity held by or under the auspices of BLIND SPORTS SA, a member association or affiliated club, you must meet the following requirements in regard to your conduct:

1. Respect the rights, dignity and worth of others
2. Remember that your child participates in sport for their own enjoyment, not yours
3. Focus on your child's efforts and performance rather than winning or losing
4. Never ridicule or yell at your child or other children for making a mistake or losing a competition
5. Show appreciation for good performance and skilful plays by all players (including opposing players)
6. Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons under 18 years of age, as your words and actions are an example
7. Respect officials' decisions and teach children to do likewise
8. Do not physically or verbally abuse or harass anyone associated with the sport (player, coach, official, spectators etc)
9. Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion
10. Be a positive role model

Attachment D9: SPECTATOR CODE OF CONDUCT

In addition to BLIND SPORTS SA's General Code of Conduct (Appendix D1) ,as a spectator of any activity held by or under the auspices of BLIND SPORTS SA, a member organisation or affiliated club, you must meet the following requirements in regards to your conduct during any such activity:

1. Respect the decisions of officials and teach young people to do the same
2. Never ridicule or scold an athlete for making a mistake. Positive comments are motivational
3. Condemn the use of violence in any form, whether it is by other spectators, coaches, officials or players
4. Show respect for your team's opponents. Without them there would be no game
5. Do not use violence, harassment or abuse in any form (including foul language, sledging of players, coaches, officials or other spectators)
6. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion

PART E: REPORTING DOCUMENTS/FORMS

To assist in consistency and accuracy in following procedure and reporting on the issues covered by BLIND SPORTS SA's member protection policy, the following documents are to be used:

E1 Confidential record of informal complaint – to be used by MPIOs or others who receive a complaint or allegation

E2 Confidential record of formal complaint – to be used when a formal complaint is received by BLIND SPORTS SA

E3 Confidential record of child abuse allegation – to be used by MPIOs or others who receive complaints/allegations of child abuse

E4 Record of mediation – to be used by those who conduct a mediation

E5 Record of tribunal decision

General principles to be followed when completing a report of a complaint:

Treat all complaints seriously.

Deal with complaints promptly, sensitively and confidentially.

Maintain a calm attitude.

Ask the complainant if they will consent to you taking notes.

Write the description of the complaint /problem using the complainants own words (as much as is possible).

Find out the nature of the relationship between the complainant and the person complained about (for example, coach/competitor, team members, etc) and if there is any relevant history.

Take a note of the facts and do not pre-judge the situation.

Ask the complainant whether they fear victimisation or other consequences.

Find out what outcome the complainant wants and if they need any support.

Ask the complainant how they want the complaint to be dealt with under the policy.

Keep the complaint confidential and do not disclose it to another person without the complainant's consent except if disclosure is required by law (for example, a report to government authorities) or if disclosure is necessary to effectively deal with the complaint.

ATTACHMENT E1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

MPIO Name: _____ Date: / /

Complainant's Name: _____
 Over 18 Under 18

Role/status in [sport] Administrator (volunteer) Parent
 Athlete/player Spectator Coach/Assistant Coach Support Personnel
 Employee (paid) Other Official

Location/event of alleged issue _____

Facts as stated by complainant (attach another sheet if ore space is required)

Nature of complaint (category/basis/grounds) _____

Can tick more than one box

- Harassment Discrimination Sexual/sexist Selection dispute
- Sexuality Personality clash Race Bullying Religion Verbal abuse
- Pregnancy Physical abuse Disability Victimisation
- Child Abuse Other

Feelings expressed by complainant (completing this may help to separate emotional content from facts) (attach another sheet if more space is required)

What they want to happen to fix issue _____

What information I provided _____

What they are going to do now _____

This record and any notes must be kept in a confidential place – do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be sent to the Board of Directors.

Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name _____
 Over 18 Under 18

Date Formal Complaint Received: _____ / _____ / _____

Role/status in BLIND SPORTS SA Administrator (volunteer) Parent

Athlete/player Spectator Coach/Assistant Coach Support Personnel
 Employee (paid) Other Official

Name of person complained about _____
 Over 18 Under 18

Role/status in BLIND SPORTS SA 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 (basis/grounds/category)
Can tick more than one box Harassment Discrimination Sexual/sexist
 Selection dispute Sexuality Personality clash Race Bullying
Religion Verbal abuse Pregnancy Physical abuse Disability
Victimisation Child Abuse Other

Methods (if any) of attempted informal resolution _____

Support person (if any) _____

Formal resolution procedures followed (outline) _____

If investigated: Finding _____

If went to hearing tribunal: _____

Decision - _____

Action recommended - _____

If mediated: _____

Date of mediation - _____

Were both parties present - _____

Terms of Agreement - _____

Any other action taken - _____

If went to appeals tribunal: _____

Decision _____

Action recommended _____

Resolution Less than 3 months to resolve Between 3 – 8 months to resolve
 More than 8 months to resolve

Completed by Name: _____

Position in BLIND SPORTS SA: _____

Signature: _____ Date: / /

Signed by: Complainant: _____

Respondent: _____

This record and any notes must be kept in a confidential place. If the complaint is of a serious nature, or is escalated to and/or dealt with at the national level, the original must be forwarded to the national body and a copy kept at the club/state/district level (whatever level the complaint was made).

Attachment E3: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in attachment C4 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 BLIND SPORTS SA _____

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 BLIND SPORTS SA Administrator (volunteer) Parent

Athlete/player Spectator Coach/Assistant Coach Support Personnel

Employee (paid) Other 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: _____

CEO contacted Who: _____

When: _____

Police and/or government agency investigation _____

Finding: _____

Internal investigation (if any) _____

Finding: _____

Action taken _____

Completed by Name: _____

Position in BLIND SPORTS SA: _____

Signature: _____ Date: / /

Signed by Complainant (if not a child) _____

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

Attachment E4: RECORD OF MEDIATION

Present at Mediation _____

Date of mediation _____

Venue of mediation _____

Mediator _____

Summary of mediation (minutes attached) _____

Outcome of mediation _____

Follow-up to occur (if required) _____

Completed by: (signature) _____

Signed by: _____

Complainant (signature) _____

Respondent (signature) _____

This record and any other notes must be kept in a confidential place. Please send the original to BLIND SPORTS SA office. Copies should be kept by each party to the mediation as well as the state/local office that facilitated the mediation.

Attachment E5: RECORD OF TRIBUNAL DECISION

Complainant's Name Date Formal Complaint

Received: / /

Role/status in BLIND SPORTS SA Administrator (volunteer) Parent
 Athlete/player Spectator Coach/Assistant Coach Support Personnel
 Employee (paid) Other Official

Name of person complained about
Role/status in BLIND SPORTS SA 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 (basis/grounds/category)
 Harassment Discrimination Sexual/sexist Selection dispute
 Sexuality Personality clash Race Bullying Religion Verbal abuse
 Pregnancy Physical abuse Disability Victimisation
 Child Abuse or Other

Methods (if any) of attempted informal resolution _____

Support person (if any) _____

Tribunal Members _____

Tribunal Hearing Date and venue _____

Tribunal Decision (attach report) _____

Action recommended and any follow up report required _____

Decision Appealed _____

Date of Appeal lodged _____

Appeal Hearing Date _____

Appeal Decision (attach report) _____

Action Recommended: _____

Completed by Name: _____

Position in BLIND SPORTS SA: _____

Signature: _____ Date: / /

Signed by Complainant: _____

Respondent: _____