

Townsville Hockey Association



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Member Protection Policy v1.1

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1. Introduction

The Townsville Hockey Association acknowledges its position as an affiliate of Hockey Queensland and thus Hockey Australia. Accordingly this Member Protection Policy is based on Hockey Australia's member Protection Policy.

The Townsville Hockey Association Inc. (THA) is committed to providing a safe and harassment free environment for all our players, coaches, officials, administrators, volunteers and supporters.

Townsville Hockey will endeavour to provide a safe and enjoyable environment for all members and visitors involved in the sport of Hockey in the Townsville region by meeting legal obligations and establishing appropriate standards of behaviour that promote respectful and positive behaviours and values.

2. Purpose of the Policy

This Member Protection Policy (policy) aims to ensure our core values, good reputation and positive behaviours and attitudes are maintained. This policy outlines our commitment to a person's right to be treated with respect and dignity and to be safe and protected from abuse. This policy informs everyone involved in the sport of Hockey in the Townsville region of their legal and ethical rights and responsibilities and the standards of behaviour that are required.

The policy outlines the procedures that support our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, the Townsville hockey Association will take disciplinary action against any person or organisation bound by this policy if they breach it.

This policy in conjunction with the *Child and Youth Risk Management Strategy* also covers the care and protection of children participating in activities conducted by the Townsville Hockey Association.

3. Who this Policy applies to

This policy applies to everyone involved with the Townsville Hockey Association Inc., including:

- Persons appointed or elected to the Board of Management , committees and sub-committees;
- Employees and volunteers;
- Support personnel (e.g. managers);
- Coaches and assistant coaches;
- Players;
- Umpires and other officials;
- Members, including life members;
- Affiliated Clubs and associated organisations;
- Parents, guardians, spectators and sponsors to the full extent that is possible.

4. Codes of Conduct

The Townsville Hockey Association 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 THA.
- 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 THA constitution, rules and policies including this member protection policy.
- 4.5 Operate within the rules and spirit of the 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.
- 4.8 Abide by the relevant Codes of Conduct outlined in [Appendix 1 – 6](#) of this policy.

5. Organisational Responsibilities

The Townsville Hockey Association must:

- 5.1 Adopt, implement and comply with this policy.
- 5.2 Publish, distribute and otherwise promote this policy and the consequences for breaching it.
- 5.3 Promote appropriate standards of conduct at all times.
- 5.4 Promptly deal with any breaches of or complaints made under this policy in an impartial, sensitive, fair, timely and confidential manner.
- 5.5 Apply this policy consistently without fear or favour.
- 5.6 Recognise and enforce any penalty imposed under this policy.
- 5.7 Ensure that a copy of this policy is available or accessible to the persons to whom this policy applies.
- 5.8 Appoint or have access to appropriately trained people to receive and handle complaints and allegations (Member Protection Information Officers (MPIOs)) and display the names and contact details in a way that is readily accessible.
- 5.9 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 Obtaining a Positive Notice Blue Card if the individual applies for a role that:
Involves direct and unsupervised contact with people under the age of 18 years.
Involves regular contact 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

- 7.1.1 Every person and organisation bound by this policy must always place the safety and welfare of children above all other considerations.
- 7.1.2 The Townsville Hockey Association acknowledge that the staff, members and volunteers provide a valuable contribution to the positive experiences of junior players. The Townsville Hockey Association 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 have regular contact with/direct and unsupervised contact with children.
 - Ensuring our codes of conduct, particularly for roles associated with junior sport, are promoted, enforced and reviewed.
 - Providing procedures for raising concerns or complaints. (Complaints procedures are outlined in [Appendix 7](#) of this policy).
 - Providing education and/or information to those involved in our sport on child abuse and child protection.
- 7.1.3 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.
- 7.1.4 Refer to the Townsville hockey Association's *Child and Youth Risk Management Strategy* and *Blue Card Policy* for further information and details of procedures for handling allegations of child abuse.

7.2 Anti-Discrimination and Harassment Policy

- 7.2.1 Townsville Hockey Association aims to provide a sport environment where all those involved in its activities are treated with dignity and respect, and without harassment or discrimination.
- 7.2.2 The Townsville Hockey Association 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.
- 7.2.3 The Townsville Hockey Association prohibit all forms of harassment and discrimination based on personal characteristics. 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.
- 7.2.4 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 [Appendix 7](#) of this policy.

7.3 Pregnancy Policy

- 7.3.1 The Townsville Hockey Association is committed to providing an inclusive sporting environment for pregnant women involved in its activities. THA 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. THA will not tolerate any unlawful discrimination or harassment against pregnant women or women who may become pregnant.

7.3.2 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. Hockey is a high risk activity where contact between players, the ball, hockey sticks and fixed structures such as goal boxes is possible.

7.3.3 THA encourages all players, on confirmation of their pregnant status, to seek medical advice in respect to their own medical position and the medical position of the unborn child, and to consult closely with the medical practitioner if/whilst the pregnant player continues to participate in hockey fixtures and training. Pregnant players are also strongly encouraged to obtain relevant advice as their position, legal and/or otherwise, regarding the mother's duty of care to the unborn child.

7.4 Alcohol Policy

7.4.1 THA is accredited with the *Good Sports* program and promotes a responsible attitude towards alcohol and aims to provide a safe environment for players, members, families and supporters through responsible management of alcohol and abiding by legislative requirements and ensuring all staff are trained in the Responsible Service of Alcohol.

7.5 Smoking Policy

7.5.1 The THA recognises that passive smoking is hazardous to health and those non-smoking club members and visitors have the right to be protected from exposure to tobacco smoke.

7.5.2 The Townsville Hockey Complex facilities and all social functions held at the complex are to be completely smoke free. Smoking is only permitted at the designated outdoor smoking area which is located near the dumpster.

7.5.3 Staff, coaches, officials, volunteers and players will refrain from smoking and remain smoke free while involved in an official capacity for any THA Club, competition or team on and off the field.

7.6 Communications Policy

7.6.1 THA acknowledges the emergence of new technology and communication mediums (social media) and wishes to enable such new media to be used to benefit the sport and its participants, and to applaud achievements.

7.6.2 The immediate nature of social media such as Facebook, Twitter and SMS to a wide audience is beneficial to the Association as a communication tool.

7.6.3 Bullying and harassment in all forms is regarded by THA as unacceptable. Phone, Internet and social media networks are no exception. Bullying has the potential to cause great anxiety and distress to the person who has been the target of any comments or statements. In some cases, bullying is regarded as a criminal offence punishable by imprisonment, amongst other things. Participants within the sport need to be very mindful of the inappropriate use of new media, at times unintended, and at other times without proper understanding that once comments are made or published, they are in public for a long time, and hard to retract. Inappropriate comments about

an umpire, team-mate, coach or sporting body should never be communicated on social network channels. There are appropriate channels to lodge a complaint.

7.6.4 THA recommends that Members:

- Do not include personal information of yourself or others in social media channels;
- Do not use offensive, provocative or hateful language;
- Use your best judgement – do not publish something that makes you the slightest bit uncomfortable, and never write/publish if you are feeling emotional or upset (or are intoxicated);
- Always ask for a person’s permission before posting their picture on a social networking forum;
- Never comment on rumours, do not deny or affirm them or speculate about rumours;
- Always use social network forums to add value and promote the sport in a positive way.

8. Complaints & Procedures

8.1 Complaints

THA 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 may be reported as an informal or formal complaint. The complainant decides whether the complaint will be dealt with informally or formally unless the President, Board of Management 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. Complaint procedures are outlined in [Appendix 7](#) of this policy.

8.2 Vexatious Complaints & Victimisation

THA 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 President, Board of Management or delegated person considers that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, the matter may be referred to the Judiciary Committee for appropriate action which may include disciplinary action against the complainant.

THA 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

THA 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 or President will, in consultation with the complainant, arrange for a mediator to mediate the complaint. More information on the mediation process is outlined in [HA Member Protection Policy](#).

8.4 Judiciary and Board of Management

A Judiciary Committee and Board of Management may be formed to hear a formal complaint that has been referred by the Chair, Townsville Hockey Committee or President, Board of Management or delegated person on a breach of the policy. The Judiciary Committee procedure is outlined in the THA By-laws.

A respondent may lodge one appeal only to the Appeals Committee in respect of a decision of the Judiciary Committee. The decision of the Appeals Committee is final and binding on the people involved to the appeal. The Appeals Committee procedure is outlined in the THA By-laws.

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 the Policy?

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

- a. Done anything contrary to this policy.
- b. Breached the Code of Conduct ([Appendix 1 – 6](#)).
- c. Brought the sport or THA into disrepute.
- d. Failed to follow THA policies and procedures for the protection, safety and welfare of children as outlined in the Association's *Child and Youth Risk Management Strategy*.
- e. Appointed or continued to appoint a person to a role that involves working with children and young people contrary to this policy.
- f. Discriminated against or harassed any person.
- g. Victimised another person for reporting a complaint.
- h. Engaged in a sexually inappropriate relationship with a person that the person supervises, or has influence, authority or power over.
- i. Disclosed to any unauthorised person or organisation any THA information that is of a private, confidential or privileged nature.
- j. Made a complaint they knew to be untrue, vexatious, malicious or improper.
- k. Failed to comply with a penalty imposed after a finding that the individual or Club has breached this policy.
- l. 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 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 factors that will be considered before imposing discipline is at [Appendix 8](#) of this policy.

Appendix 1 – THA General Code of Conduct

General Code of Behaviour

As a member of the Townsville Hockey Association or an affiliated club or a person required to comply with THA you must meet the following requirements in regard to your conduct during any activity held or sanctioned by THA, a member association or an affiliated club and in any role you hold within hockey, a member association or an affiliated club:

1. Respect the rights, dignity and worth of others.
2. Be fair, considerate and honest in all dealing with others.
3. Be professional in, and accept responsibility for, your actions.
4. Make a commitment to providing quality service.
5. Be aware of, and maintain an uncompromising adhesion to, hockey's standards, rules, regulations and policies.
6. Operate within the rules of the sport including national and international guidelines which govern hockey, the member associations and the affiliated clubs.
7. Do not use your involvement with hockey, a member association or an affiliated club to promote your own beliefs, behaviours or practices where these are inconsistent with those of hockey, a member association or an 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 that may bring hockey, a member association or an affiliated club into disrepute.
12. Provide a safe environment for the conduct of the activity.
13. Show concern and caution towards others who may be sick or injured.
14. Be a positive role model.
15. Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

Appendix 2 – THA Coaches' Code of Conduct

Coaches Code of Conduct

In addition to Townsville Hockey Association's Inc. General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by THA, a member association or an affiliated club and in your role as a coach appointed by THA, a member association or an affiliated club:

1. Do not tolerate acts of aggression.
2. Provide feedback to players and other participants in a manner sensitive to their needs. Avoid overly negative feedback.
3. Recognise players' rights to consult with other coaches and advisers. Cooperate fully with other specialists (for example, sports scientists, doctors and physiotherapists).
4. Treat all players fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status and other conditions.
5. Encourage and facilitate players' independence and responsibility for their own behaviour, performance, decisions and actions.
6. Involve the players in decisions that affect them.
7. Encourage players to respect one another and to expect respect for their worth as individuals regardless of their level of play.
8. Ensure that the tasks and/or training set are suitable for age, experience, ability, and physical and psychological conditions of the players.
9. Ensure any physical contact with players is appropriate to the situation and necessary for the player's skill development.
10. Be acutely aware of the power that you as a coach develop with your players in the coaching relationship and avoid any sexual intimacy with players that could develop as a result.
11. Avoid situations with your players that could be construed as compromising.
12. Actively discourage the use of performance enhancing drugs, and the use of alcohol, tobacco and illegal substances.
13. Do not exploit any coaching relationship to further personal, political or business interests at the expense of the best interest of your players.
14. Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules.
15. Know and abide by rules, regulations and standards, and encourage players to do likewise. Accept both the letter and the spirit of the rules.
16. Be honest and ensure that qualifications are not misrepresented.

Appendix 3 – THA Parent’s Code of Conduct

Parent/Guardian Code of Behaviour

As a parent/guardian of a player/participant in any activity held by or under the auspices of Townsville Hockey Association, a member association or an affiliated club, you must meet the following requirements in regard to your conduct during any such activity or event:

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 and 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, umpire and so on).
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.
11. Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

Appendix 4 – THA Player’s Code of Conduct

Player Code of Behaviour

As a player representing Townsville Hockey Association’s Inc. you must meet the following requirements in regard to your conduct during any activity held or sanctioned by *THA*, member association or an affiliated club and in your role as a player in any activity held by or under the auspices of *THA* a member association or an affiliated club:-

1. Respect the rights, dignity and worth of fellow players, coaches, officials and spectators.
2. Do not tolerate acts of aggression.
3. Respect the talent, potential and development of fellow players 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 decision of the official, making all appeals through the formal process and respecting the final decision.
10. Be honest in your attitude and preparation to training. Work equally hard for yourself and your team.
11. Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level.

Appendix 5 – THA Spectator Code of Conduct

Spectator Code of Behaviour

As a spectator watching an event that is conducted or sanctioned by THA, you must meet the following requirements with regard to your conduct.

1. Spectators are an important part of the game and shall at all times conform to accepted standards of good sportsmanship and behaviour.
2. Spectators shall at all times respect officials, coaches and players and extend all courtesies to them.
3. Lead by example and respect all players, coaches, umpires and fellow spectators – physical or verbal abuse will not be tolerated.
4. Respect the umpires' decision. Do not abuse, threaten or intimidate an umpire or match official and do not show dissension, displeasure or disapproval towards an umpire or match official's decision in an abusive or unreasonable fashion.
5. Support skilled performances and show respect for opposition teams and players.
6. Display appropriate social behaviour by not using profane, demeaning or derogatory language, or harassing players, coaches, officials or other spectators.
7. Leave the spectator area tidy and free from litter.
8. Do not ridicule mistakes or losses – supporters are there to support.
9. Acknowledge all volunteers who are giving up their valuable time to enable the conduct of competition.
10. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

Appendix 6 – THA Officials Code of Conduct

Officials Code of Behaviour

Officials must meet the following requirements in regard to their conduct during any activity held or sanctioned by THA or an affiliated club.

1. Treat all players with respect at all times.
2. Accept responsibility for all actions taken. Exercise reasonable care to prevent injury by ensuring players play within the rules.
3. Be impartial and maintain integrity in your relationship with other officials, players and coaches.
4. Avoid situations that may lead to a conflict of interest.
5. Not be in a position of individual and unsupervised contact with players under 18 years of age.
6. Be courteous, respectful and open to discussion and interaction.
7. Be a positive role model in behaviour and personal appearance by maintaining the highest standards of personal conduct and projecting a favourable image of hockey and officiating at all times.
8. Refrain from any personal abuse towards players.
9. Show concern and caution towards ill and injured athletes. Enforce the blood rule and apply procedures regarding ill or injured players according to the rules.
10. Abstain from the use of tobacco and the consumption of alcoholic beverages when officiating or whilst in uniform.
11. Adhere to the Anti-Doping Policy advocated by HA.
12. Make no public comments or media announcements without prior approval from your Tournament Director or Umpire's Manager.
13. When requested only wear the official uniform supplied by the organising body.
14. Maintain the fitness level deemed acceptable for the level of competition.
15. Abide by all relevant policies documented by the governing body of any event at which you are officiating.
16. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

Appendix 7 – Complaints Procedures

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.

Individuals and clubs may also pursue their complaint externally under anti-discrimination, child protection or other relevant legislation.

If you wish to remain anonymous, the THA may have difficulty assisting you to resolve your complaint. Procedural fairness (natural justice) means that the THA is required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond.

INFORMAL APPROACHES

Step 1: Talk with the other person (where this is reasonable and appropriate)

In the first instance, you (the Complainant) should try to sort out the problem with the person or people involved (respondent) if you feel able to do so.

Step 2: Contact a Member Protection Information Officer (If no MPIO is appointed contact the President)

Talk with one of our Member Protection Information Officers (MPIO) or the President if:

- a) The first step is not possible/reasonable;
- b) You are not sure how to handle the problem by yourself;
- c) You want to talk confidentially about the problem with someone and obtain more information about what you can do;
- d) Or the problem continues after you tried to approach the person or people involved.

The MPIO will:

- a) Take confidential notes about your complaint;
- b) Try to find out the facts of the problem;
- c) Ask what outcome/how you want the problem resolved and if you need support;
- d) Provide possible options for you to resolve the problem;
- e) Act as a support person if you so wish.
- f) And maintain confidentiality.

Step 3: Outcomes from initial contact

After talking with the MPIO, you may decide:

- a) There is no problem;
- b) The problem is minor and you do not wish to take the matter forward;
- c) To try and work out your own resolution (with or without a support person such as a MPIO);
- d) Or to seek a formal approach.

FORMAL APPROACHES

Step 4: Making a Formal complaint

If your complaint is not resolved or informal approaches are not appropriate or possible, you may:

- a) Make a formal complaint in writing to the MPIO; or
- b) Approach a relevant external agency such as an anti-discrimination commission, for advice.

On receiving a formal complaint and based on the material you have provided, the MPIO will decide whether:

- a) They are the most appropriate person to receive and handle the complaint;
- b) The nature and seriousness of the complaint warrants a formal resolution procedure;
- c) To appoint a person to investigate (gather more information on) the complaint;
- d) To refer the complaint to the Judiciary;
- e) To refer the matter to the police or other appropriate authority; and/or
- f) To implement any interim arrangements that will apply until the complaint process set out in these procedures is completed.

In making the decision(s) outlined above, the MPIO will take into account:

- a) Whether they have had any personal involvement in the circumstances which means that someone else should handle the complaint;
- b) Your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- c) The relationship between you and the respondent (for example an actual or perceived power imbalance between you and the respondent);
- d) Whether the facts of the complaint are in dispute; and
- e) The urgency of the complaint, including the possibility that you will be subject to further unacceptable behaviour while the complaint process is underway.

If the MPIO is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:

- a) 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;
- b) Decide if they have enough information to determine whether the matter alleged in your complaint did or didn't happen; and/or
- c) Determine what, if any, further action to take. This action may include disciplinary action in accordance with this policy.

Step 5: Investigation of the complaint

- a) A person appointed under Step 3 will conduct an investigation and provide a written report to the THA Board of Management who will determine what further action to take;
- b) If the complaint is referred to the Judiciary Committee, the hearing will be conducted in accordance with the THA By-Laws. If the complaint is referred to the police or other appropriate authority, the THA will use its best endeavours to provide all reasonable assistance required by the police or other authority.

Step 6: Reconsideration of initial outcome/investigation or appeal

If, under the formal complaint process, mediation is unsuccessful, you may request that MPIO reconsider the complaint in accordance with Step 3.

You or the respondent(s) may be entitled to appeal. The grounds and process for appeals under this policy are set out in the THA By-Laws.

Step 7: Documenting the resolution

The MPIO will document the complaint, the process and the outcome. This document will be stored in a confidential and secure place. If the complaint was dealt with at an association level, the information will be stored in the association files.

EXTERNAL APPROACHES

There are a range of other options available depending on the nature of your complaint. If you feel that you have been harassed or discriminated against, you can seek advice from the Queensland anti-discrimination commission without being obliged to make a formal complaint. If the commission advises you that the problem appears to be harassment within its jurisdiction, you may lodge a formal complaint with the commission.

Once a complaint is received by an anti-discrimination commission, it will investigate. If it appears that unlawful harassment or discrimination has occurred, the commission will conciliate the complaint confidentially. If this fails, or is inappropriate, the complaint may go to a formal hearing where a finding will be made. 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.

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.

You could also approach another external agency such as the police.

Appendix 8 – Investigation Process

If an investigation needs to be conducted to gather more information the following steps will be followed:

A written brief will be provided to the MPIO clarifying terms of engagement and roles and responsibilities.

The MPIO will:

- a) Interview the complainant and record the interview in writing.
- b) Convey full details of the complaint to the respondent (s) so that they can respond.
- c) Interview the respondent to allow them to answer the complaint, and record the interview in writing.
- d) Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts.
- e) 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.
- f) Provide a report to the THA Board of Management including: the complaint, investigation process, evidence, finding and, if requested, recommendations.

We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points that are substantiated, inconclusive, unsubstantiated and/or mischievous.

The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person/adviser.

The complainant and the respondent(s) may have the right to appeal against any decision based on the investigation. Information on the Association's appeals process can be located in the THA By-Laws.

Form 1 – Confidential Record of an Informal Complaint

Name of person receiving the complaint:		Date: ____/____/____
Complainant's Name:		<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 or over
Role/Status:	<input type="checkbox"/> Administrator/Volunteer <input type="checkbox"/> Player <input type="checkbox"/> Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other _____	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Manager <input type="checkbox"/> Official
Location of the alleged issue:		
Facts as stated by the Complainant:		
Nature of the complaint: (May tick more than one)	<input type="checkbox"/> Harassment or Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Sexuality <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Bullying <input type="checkbox"/> Religion <input type="checkbox"/> Victimization <input type="checkbox"/> Child Abuse <input type="checkbox"/> Other _____	<input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Coaching methods <input type="checkbox"/> Personality clash <input type="checkbox"/> Race <input type="checkbox"/> Physical abuse <input type="checkbox"/> Disability <input type="checkbox"/> Pregnancy <input type="checkbox"/> Unfair decision
Feelings expressed by the Complainant: (This may help separate emotion from facts)		
What the Complainant would like to happen to fix the issue:		
What information the person receiving the complaint provided:		
Recommendations/Further actions:		

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 President, Townsville Hockey Association.

Form 2 – Confidential Record of a Formal Complaint

Complainant's Name:		<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 or over	Date: __/__/__
Role/Status:	<input type="checkbox"/> Administrator/Volunteer <input type="checkbox"/> Player <input type="checkbox"/> Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other _____	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Manager <input type="checkbox"/> Official	
Name of Person complained about:		<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 or over	
Location of the alleged issue:			
Description of the alleged issue:			
Nature of the complaint: (May tick more than one)	<input type="checkbox"/> Harassment or Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Sexuality <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Bullying <input type="checkbox"/> Religion <input type="checkbox"/> Victimisation <input type="checkbox"/> Child Abuse <input type="checkbox"/> Other _____	<input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Coaching methods <input type="checkbox"/> Personality clash <input type="checkbox"/> Race <input type="checkbox"/> Physical abuse <input type="checkbox"/> Disability <input type="checkbox"/> Pregnancy <input type="checkbox"/> Unfair decision	
Methods (if any) of attempted informal resolution:			
Support person (if any):			
Formal resolution procedures followed:			

If investigated, the findings:	
If taken to Judiciary/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:	
How long did it take for a Resolution:	
Completed by:	Name: Position in Club/Association: 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 a higher level, the original must be forwarded to the appropriate governing body and a copy kept at the club/state/district level (whatever level the complaint was made).

Contact and Policy Approval/Review Details

Townsville Hockey Association
Ph: (07) 4778 4810
Fax: (07) 4778 1854
Email: office@townsvillehockey.com

This Member Protection Policy was last amended on ___10/1/13___

This Member Protection Policy is due for review on ___Jan 2014___

This Member Protection Policy is endorsed by the Board of Townsville Hockey Association:

Signed
President
Townsville Hockey Association

Date