

Maryborough Swimming Club Inc.



Child Protection Policy & Code of Conduct

Acknowledgement of Child Protection Policy and Code of Conduct

This form is used to acknowledge receipt of, and compliance with, the club Child Protection Policy and Code of Conduct.

Procedure

Complete the following steps:

1. Read the Child Protection Policy and Code of Conduct.
2. Sign and date in the spaces provided below.
3. Return this page only to the Club Secretary.

Signature

By signing below, I acknowledge that I have read a copy of the "Child Protection Policy and Code of Conduct" and understand the same

Signature: _____

Name: _____

Date: _____

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1. Child Protection Policy and Code of Conduct Statement of Commitment

Maryborough Swimming Club Inc (MSC) believes that we have the right to feel safe all the time. MSC also believes that there is nothing so bad we cannot talk about it with someone.

MSC is committed to providing an environment that is safe for participation in swimming. The organisation will not tolerate child abuse and/or neglect.

This Child Protection Policy and Code of Conduct provides a message to all involved both directly and indirectly with MSC that, managers, coaches, officials, administrators, parents, volunteers and all other personal have a responsibility to provide a safe environment to those children within the club. This Code of Conduct is intended to ensure each Maryborough Swimming Club member and their families will be proud of their involvement and association with our club. (Children are defined as those under the age of 18 years as per the Child Protection Act).

The abuse of child members by those either within MSC or those external to it is not acceptable and MSC encourages all incidents of abuse and/or neglect to be reported to the appropriate authorities.

2. Who Must Comply with this Child Protection Policy and Code of Conduct

- Management Committee Members
- Volunteers – Coaches / Referees / Officials
- Parents / Guardians / Carers
- Children and Young People – Swimmers
- Members
- Spectators

3. Child Protection Policy and Code of Conduct

The Management Committee of Maryborough Swimming Club Inc (MSC) intends this Child Protection Policy and Code of Conduct to be used in relation to all activities organized and facilitated by the MSC.

As a MSC volunteer, swimmer, parent or spectator you should meet the following standard of conduct:

- Respect the rights, dignity and worth of others
- Be fair, considerate and honest in all dealings with others
- Be professional in, and accept responsibility for, your actions
- Make a commitment to providing quality service
- Be aware of, and maintain an uncompromising adherence to, MSC policies, procedures and code of conduct

MSC expects all Management Committee members, volunteers, swimmers, parents and spectators to abide by this Child Protection Policy and Code of Conduct, which upholds the philosophy and values of the organisation. They should recognize that at all times they have a responsibility, and a duty of care to others.

Specifically, they should:

- Understand the possible consequences of breaching the MSC Child Protection Policy and Code of Conduct.
- Immediately report any breaches of the MSC Child Protection Policy and Code of Conduct to the appropriate authority
- Refrain from any form of abuse towards others
- Refrain from any form of harassment toward others
- Refrain from any form of discrimination toward others
- Refrain from any form of victimisation toward others
- Provide a safe environment for the conduct of activities in accordance with any relevant MSC policy
- Show concern and caution toward others that may be sick, injured or suffering from emotional distress
- Be a positive role model

Other specific standards of behaviour in relation to working closely with children and young people are:

- LANGUAGE
 - DO communicate, both verbally and non-verbally, in a way which models and demonstrates respect for the rights, interests and well being of all children and young people
 - DO use appropriate language taking into consideration age, developmental stage, emotional or psychological state, special needs, language background, religion or disability
 - DO ensure both verbal and non-verbal communication are non-abusive or bullying
 - DO, when possible, frame communication from the positive perspective in interactions with children and young people
 - DON'T become involved in inappropriate conversations of a sexual nature
 - DON'T make sexually suggestive comments
 - DON'T personally correspond (including email and/or mobile phone) with a child or young person in respect of personal or sexual feelings for a child or young person

- RELATIONSHIPS WITH YOUNG PEOPLE
 - DO behave in a way which models and demonstrates respect for the rights, interests and wellbeing of all children and young people
 - DO dress appropriately while working with children and young people, in a way which models respect for the child or young person
 - DON'T spend inappropriate time with a child or young person
 - DON'T inappropriately give gifts to a child or young person
 - DON'T show special favours to a child or young person
 - DON'T expose children to sexual behaviour of others including displays of pornography
 - DON'T persuade a child or young person that a '*special*' relationship exists

- PHYSICAL CONTACT
 - DO respect the personal space of children and young people and limit physical contact generally
 - DO limit hugging when initiated by a child or young person by changing from a frontal hug to an arm around the shoulder of the child or young person
 - DO limit hugging when initiated by a very young child by placing the child next to you
 - DON'T hit, kick, slap or push a child or young person
 - DON'T allow a child to sit on your lap
 - DON'T touch parts of a child's or young person's body usually covered by a swimming costume
 - DON'T change nappies or engage in toileting practices

Management Committee

- Place the safety and well being of all participants above all else.
- Create pathways and build the atmosphere for children to participate, enjoy, be encouraged, improve and achieve their goals in the sport of swimming.
- Give all young people equal opportunity to participate.
- Identify swimmers with additional needs and notify coaches.
- Ensure swimmers are given equal opportunities.
- Understand and implement the policies and procedures of the MSC.
- Have a Child Protection Policy and Code of Conduct available for all clients.
- Help coaches and officials highlight appropriate behaviour and skill development, and help improve the standards of coaching and officiating.
- Remember to set an example. Your behaviour and comments should be positive and supportive.
- Make it clear that abusing young people in any way is unacceptable and will result in disciplinary action.
- Remember that swimmers participate for pleasure and winning is only part of the fun. DO NOT over emphasise awards.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Promote and uphold the Child Protection Policy and Code of Conduct, and address inappropriate behaviour in a reasonable manner.

Coaches / Service Providers

- Agree to abide by the code of conduct.
- Be responsible for matters concerning the implementation of their program
- Understand and implement the policies and procedures of the MSC
- Maintain a 'duty of care' towards others and accountability for matters relating to all MSC activities.
- Any physical contact with a young person should be appropriate to the situation and necessary for the person's skill development.
- Ensure that the time swimmers spend with you is a positive experience. All young people are deserving of equal attention and opportunities.
- Provide a safe environment.
- Make a commitment to providing a quality service.
- Remember that swimmers participate for pleasure and winning is only part of the fun. DO NOT over emphasise awards.
- Never ridicule or yell at a swimmer for making a mistake or not coming first.
- Operate within the rules and spirit of the sport of swimming and teach your swimmers to do the same.
- Display control, respect and professionalism to all involved in the sport of swimming. This includes other swimmers, coaches, officials, administrators, the media, parents and spectators. Encourage your swimmers to do the same.
- Show concern and caution towards sick and injured swimmers. Follow the advice of a physician when determining whether an injured swimmer is ready to recommence training and competition.
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young people.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

Parents / Guardians / Carers

- Remember that children participate in sport for their enjoyment, not yours.
- Focus on your child's efforts and performance rather than whether they win or lose.
- Supervise your child/children at all times or nominate another adult to do so
- Encourage your child to participate, do not force them, and acknowledge their efforts
- Use appropriate communication – verbal and non verbal – at all times. Do not use inappropriate communication eg yelling, humiliating or swearing at your child or another child.
- Never ridicule your child for making a mistake or losing a competition.
- Encourage your child to participate according to the rules and to settle disagreements without resorting to hostility or violence.
- Respect fellow members and teach your child to do so too.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

Swimmers

- Participate for your OWN enjoyment and benefit, not just to please parents or coaches.
- Co-operate with your coach, team mates, opponents, and officials.
- Work equally hard for yourself and your team. You will benefit and so will your team.
- Treat all participants, as you would like to be treated. DO NOT bully or intimidate anyone else.
- Be a good sport. Applaud all swims whether they are made by a Maryborough member or someone from a competing club.
- Control your temper. Verbal abuse of officials, sledging other players, or deliberately distracting or provoking an opponent are not acceptable or permitted behaviours.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Always display appropriate behaviour whether during training, competing or social functions. Remember you are representing your Club.
- Be proud to be called a Maryborough Swimming Club member.

Volunteers and Officials

- Place the safety and well being of all participants above all else.
- Compliment and encourage all participants.
- Emphasise the spirit of the sport rather than the errors.
- Be consistent, objective and courteous when making decisions.
- Condemn unsporting behavior and promote respect for all swimmers.
- Be a good sport yourself. Actions speak louder than words.
- Keep up to date with the latest trends in officiating and the principles of growth and development of young people.
- Place the safety and welfare of the participants above all else.
- Use appropriate communication – verbal and non verbal – at all times. Do not use inappropriate communication eg yelling, humiliating or swearing at a child or another adult.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Understand and implement the policies and procedures of the MSC.

Spectators

- Remember, the children participate in sport for their enjoyment and benefit, not yours.
- Encourage children to participate – don't force them.
- Focus on your child's efforts and performance rather than winning or losing.
- Encourage children to participate according to the rules and to settle problems without resorting to hostility, violence or inappropriate behaviour.
- Remember that children learn best by example. Appreciate good performances and achievements of all participants.
- Respect the decisions of coaches and technical officials and teach your children to do the same.
- Never ridicule or scold a swimmer for making a mistake or losing a competition. Positive comments are motivational.
- Condemn the use of violence in any form, whether it is by spectators, swimmers, instructors or coaches.
- Do not use foul language, sledge or harass other swimmers, coaches, technical officials or administrators.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

4. Child Protection Policies and Procedures

The nature of child abuse is often one involving the manipulation and abuse of a child by someone known to them. When children choose to disclose abuse it is usually to someone that they trust and who they believe can help. When a child comes to an adult for assistance it is therefore imperative that the adult person handle the disclosure sensitively and maintain confidentiality.

Unless otherwise necessary, members should only discuss allegations of the abuse of children with MSC's Member Protection Officer. In most instances the matter will then be referred to either the Queensland Police Service or the Department of Child Safety. It is not the policy of MSC to conduct investigations into the veracity of allegations of the abuse of children, rather obtain enough information to raise a suspicion and then report the allegations to the above nominated authorities that are trained to conduct such investigations.

5. Child Abuse Indicators

Suspicious of child abuse and/or neglect can be raised in a number of ways. These may included but are not limited to:

Physical abuse:

- Bruising or other injuries, which could be consistent with rough handling or being struck. Particularly linear type bruises, bruises to the face. clustered bruises forming regular shapes, or bruises reflecting the shape used to inflict the injury (electrical cord, belt).
- Burns or scalds on a child, particularly to the soles, palms, or back. Cigarette burns are particularly significant.
- Fractures, particularly where any explanation for the injuries is inconsistent with medical findings.
- Excessive layering of clothing (can hide injuries)
- Wary of adult contact, frightened of parents. Behavioral extremes: aggressiveness, withdrawals.

Neglect:

- Children attending activities with little or no food or not having had breakfast
- Consistent hunger, poor hygiene, inappropriate dress
- Children being left late with little or no explanation
- Underweight, poor growth patterns, failure to thrive
- Begging or stealing of food
- Constant fatigue
- Assuming adult responsibilities and concerns

Sexual Abuse:

- Difficulty in walking or sitting
- Pain swelling or itching in the genital area
- Discharge / venereal diseases
- Excessive masturbation
- Sleeping / eating disorders
- Aggressive acting out
- Sexual acting out on younger children
- Bizarre, sophisticated or unusual sexual behaviour or knowledge

It is important that no two children will act the same in response to abuse situations. Some children show no observable effects whilst some show quite obvious effects and quite a range of indicators.

In Addition

A child may disclose directly to a member the nature of the abuse

OR

Some one may disclose to a member that another is being abused

6. Procedures for Handling Disclosures

If a child discloses to a member that they are the victim of abuse and/or neglect it is crucial that the initial response is handled with sensitivity. It is important that the person receiving the disclosure:

- Find a private place to talk to the child that is non threatening.
- Not question the child or elicit detailed information about the abuse and/or neglect. Questions rather should be limited to “What happened then” and “Tell me about that”
- Not say to the child “I won’t tell” with regard to the allegations. Rather be honest with the child and explain to them that other people may need to be told in order to help the child.
- Believe the child and reassure them that it is right to tell.
- Determine the child’s safety. This may impact on how quickly you choose to act on the information you receive.
- Take notes on what is said and what you observe

If you are the first person the child tells regarding their abuse you will be required to provide a statement to the Police as evidence of **Preliminary Complaint**. This is evidence of what the child told you only and goes to the credibility of the child. This is extremely important evidence and you may later be required to give evidence in court. It is important for you to write down or keep a diary of things you are told by the child or any indicators you may observe.

All observations should be accurately recorded and any conversations had with the child should be recorded in the first person ie

I said,.....”

He/She said.....”

I said,.....”

He/She Said.....”

For the purposes of accuracy these notes should be made as soon as possible after the conversation occurs and held in a place where strict confidentiality can be maintained. At present this is the locked filing cabinet in the Clubrooms of the Maryborough Swimming Club.

In all cases, except those of an emergent nature, the Member Protection Officer is to be informed of the nature of the allegations to enable the matter to be reported to the trained authorities.

In the situation that the member feels that to delay the report to the authorities would place a child at risk, members may immediately notify the authorities and then later notify the Member Protection Officer.

In the situation that the member feels that to delay the report to the authorities and the later the Member Protection Officer.

7. Policy for Screening Members

The policy of MSC is that all those involved in the coaching, administration, refereeing and or any other role, whether it be on a paid or voluntary basis, with members under the age of 18 yrs, will obtain a suitability Card through the Commission for Children, Young People and Child Guardians.

Volunteers within MSC are defined as those who follow the formula as prescribed by the Commission for Children and Young People. These are those members who within a twelve month period are involved:

- At least once a week over the course of 1 month

OR

- At least once a fortnight over the course of 2 months

OR

- At least once a month over the course of 6 months

Volunteers engaged on a "short term" or "one off" basis (ie the duration is less than the formula) are not required to automatically obtain a Suitability Card however the MSC reserves the right to request a member to obtain a Suitability Card if it deems it necessary.

For the purposes of this policy volunteers within MSC include:

Members, parents and those people over the age of 18 years attending club nights, carnivals and all other MSC organized events.

While MSC acknowledges that the Commission for Children's and Young Peoples Act exempts parents involved in the same activity as their children requiring Suitability Cards when acting as volunteers, it is the policy of MSC that all those acting as volunteers in accredited official positions who comply with the above formula possess Suitability Cards.

Procedure for obtaining Suitability Cards

When obtaining / requesting a Suitability Notice members are to:

- Obtain an application form from the Commission for Children and Young People or the Member Protection Officer.
- This form is to be completed and returned to the Member Protection Officer who will complete the form as the Volunteer Co-ordinator and also sight two forms of identification as nominated on the form
- The Member Protection Officer shall then be responsible for forwarding the form to the Commission for Children and Young People for processing and entering the details of the applicant on the Volunteer Spreadsheet/Data base. A copy of the application form shall be made and retained.
- Upon approval, the applicant shall receive their Suitability Card and the Member Protection Officer shall receive a copy. This is to be filed with the copy of the original application.

***** Should a member's status at any time regarding their criminal history and/or Suitability Card:change the Member Protection Officer is to immediately be notified.

- If someone already holds a blue card with another organization, an "Authorisation to confirm a valid blue card" form must be used to advise the Commission for Children and Young People that they consent to the Commission providing the following information to MSC:
 - the current status of a blue card application
 - the validity of a blue card
 - any changes to the status of a blue card application

Upon lodgement of a completed authorisation, the Commission will confirm the current status in writing to MSC.

8. Policy Implementation

This Child Protection Policy and Code of Conduct shall be effective from 7 August 2007. It shall be promoted through the Club Handbook, Club Newsletters, Club Website, membership application forms and the notice board at the pool.

9. Monitoring Compliance

The Management Committee will review the Policy annually or more often if needed.

The Member Protection Officer is responsible for the monitoring of the Policy

The Member Protection Officer will report to the Management Committee each month. An updated spreadsheet will register compliance and non compliance with the policy

10. Breaches

What is harassment?

Harassment is any behaviour by a person or organisation to whom this Policy applies which is offensive, abusive, belittling or threatening and which is directed at a person or a group of people because of a particular characteristic of that person or group of people. The behaviour must be unwelcome and the sort of behaviour a reasonable person would recognise as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated. Whether or not the behaviour is harassment is to be determined from the point of view of the person receiving the harassment.

Harassment includes:

Abuse is a form of harassment. It includes:

- (a) physical abuse (e.g. assault);
- (b) emotional abuse, (e.g. blackmail, repeated requests or demands);
- (c) neglect (e.g. failure to provide the basic physical and emotional necessities of life);
- (d) abuse of power, which the harasser holds over the harassed.

Examples of relationships in (d) that involve a power disparity include a coach-player. People in such positions of power need to be particularly wary not to exploit that power.

Examples of abusive behaviour include:

- Bullying and humiliation of swimmers by instructors / coaches;
- Verbal abuse and insults directed by swimmers or parents at other participants;
- Verbal and / or physical abuse of instructors/coaches by swimmers or parents/guardians/carers.

Some forms of abuse may constitute a criminal offence, for example assault and child abuse. If you believe that a criminal offence may have been committed you should inform the Member Protection Officer or inform the Child Safety Authorities.

Sexual Harassment

- an unwelcome sexual advance; or
- an unwelcome request for sexual favours; or
- unwelcome conduct of a sexual nature (including a statement, orally or in writing, of a sexual nature), in circumstances where a reasonable person would have anticipated that the person being harassed would be offended, humiliated or intimidated.

Sexual Harassment is often, but need not be, behaviour which either:

- involves blackmail, in that the harassment is accompanied by a direct or implied threat, promise or benefit. For example, a coach who implies that a swimmer's selection to a team is dependent on compliance with a sexual proposition; or
- creates a hostile or sexually permeated environment, in that the harassment consists of crude remarks, jokes, the display of offensive material or makes the environment uncomfortable.

Examples of Sexual Harassment may include:

- Uninvited touching, kissing, embracing, massaging;
- Staring, leering, ogling;
- Smutty jokes and comments;
- Persistent or intrusive questions about people's private lives;
- Repeated invitations to go out, especially after prior refusal;
- The use of promises or threats to coerce someone into sexual activity;
- The display of sexually explicit material e.g. internet use, computer screen savers, calendars, restricted videos etc
- posters;
- Getting undressed in front of others of the opposite sex;
- Invading the privacy of others while showering or toileting;
- Photographing others while undressing, showering or toileting.

Sexual Harassment may be a criminal offence, for example indecent assault, rape, sex with a minor, obscene telephone calls or letters.

Racial Harassment includes

Racial Harassment includes harassment based on colour, descent, national or ethnic origin, cultural activity and sometimes religion.

Examples of Racial Harassment include:

- Jokes in which race is a significant characteristic of the "butt" of the joke;
- Hostile comments about food eaten, dress or religious or cultural practices;
- Inferences that all members of a racial or cultural group have particular negative characteristics, such as laziness, drunkenness, greed or sexual promiscuity;
- Parodying accents.

Disability Harassment includes

Harassment based on physical, mental or psychological disability or harassment of an associate or aide of a person with a disability.

Examples of Disability Harassment include:

- Jokes where a particular disability is a significant characteristic of the "butt" of the joke;
- Interfering with a disability aid (e.g. hearing aid);
- Obstructing a person in a manner that compounds his or her disability (e.g. putting obstacles in the path of a person with a vision impairment);
- Mocking a person's disability.

What is a Breach of this Policy?

It is a breach of this Policy for any person or service provider to whom this Policy applies to:

- a) Fail to comply with any of the responsibilities set out in this policy
- b) Appoint, or continue to appoint, a person to a role set out in this policy:
- c) Without first undertaking screening and
- d) Where the Commission for Children, Young People and Child Guardian Positive Suitability check reveals the person has committed an offence of the type set out in this policy
- e) Engage in any form of harassment;
- f) Make a frivolous, vexatious or malicious Complaint under this Policy;

Any circumstances that may be a breach may be the subject of a complaint and/or be investigated and referred to a hearing under Clause 12.

11. Complaint Resolution Procedure

Any person or organisation may make a complaint about a person or organisation to whom this Policy applies, if they consider that person or organisation has, or may have, committed a breach of any part of this Policy (a "Complaint").

The complaint always belongs to the complainant, who will also determine how their complaint is dealt with and is not divulged to another person without the complainant's agreement, except in the case where a person is required by law to report the matter to governmental authorities (for example, in the case of suspected child abuse).

Informal Complaint Resolution Procedure

Any person may make an informal complaint to the Member Protection Officer or a Management Committee Member. The complaint does not need to be in writing.

The Member Protection Officer will facilitate the complaints process- bearing in mind that any form of child abuse is reported to the Department of Child Safety or the Police immediately.

- 1) The Member Protection Officer will listen to the complaint and then take appropriate action to clarify the complaint.
- 2) A discussion between both parties may be facilitated to resolve the complaint.
- 3) The Management Committee will be notified of the complaint.
- 4) At all times the complaint and names associated will be kept confidential and only actioned if the complainant agrees.

Formal Complaint Resolution Procedure

Upon the receipt of a written complaint made to the Member Protection Officer or the Management Committee the following procedure will be implemented.

- 1) The President will be informed
- 2) All names will be kept confidential
- 3) If the Complainant agrees, a mediator will be appointed to conduct a mediation session.
- 4) Both parties will be notified of the outcome of the mediation session in writing.
- 5) Any matters requiring mandatory reporting to the Police service or the Dept of Child Safety will reported.

12. Hearings

Upon receipt of the complaint or the information, the Member Protection Officer or Management Committee shall as soon as possible do the following:

- (a) Determine the composition of the Hearings Tribunal
- (b) Send to the person complained about:
 - a notice setting out the alleged breach including details of when/where it is alleged to have occurred; and
 - a notice setting out the date, time and place for the hearing of the alleged breach which shall be as soon as reasonably practicable after receipt of the Complaint or information;
 - a copy of the Complaint or the information received if in writing;
- (c) Send to the complainant(s) and the Hearings Tribunal a copy of the Notice of Alleged Breach.

Frivolous, vexatious or malicious Complaints

- If within 48 hours of sending the Notice of Alleged Breach, the person complained about alleges in writing to the Hearings Convenor that the Complaint is frivolous, vexatious or malicious, the Chairperson shall as a preliminary issue, determine whether or not such Complaint is frivolous, vexatious or malicious and shall advise the parties of his or her determination.
- The Hearings Convenor shall provide to the other parties to the hearing a copy of the written allegation made by the person complained about, that the Complaint is frivolous, vexatious or malicious.
- The Chairperson shall determine such preliminary issue as soon as practicable and in whatever manner the Chairperson considers appropriate in the circumstances provided that he or she does so in accordance with the principles of natural justice.
- The decision of the Chairperson may be appealed within 48 hours of the determination to the relevant appeal body under Clause 13.

The Hearings Tribunal shall hear and determine the alleged breach in whatever manner it considers appropriate in the circumstances provided that it does so in accordance with the principles of natural justice. The purpose of the hearing shall be to determine whether the person complained about has committed a breach of this Policy.

The parties to the hearing shall include the complainant, the person complained about and any witnesses, which any such party wishes to have participate in the hearing.

If upon receipt of the Notice of Alleged Breach, the Hearings Tribunal considers that pending the determination of the matter the person complained about may put at risk the safety and welfare of the complainant or others, it may order that the person complained about be:

- suspended from any role they; and/or
- banned from any event or activities; and/or
- required not to contact or in any way associate with the complainant or other person about whom the alleged breach relates,

13. Appeals Process

Constitutional rights shall apply.

14. Consequences of Breaching the Child Protection Policy and/or Code of Conduct

Breaches of the MSC Child Protection Policy and/or Code of Conduct will be handled by determining whether or not the person is or is not a member of the Maryborough Swimming Club:

- Member
 - Refer to the Maryborough Swimming Club Constitution – Section 13 – Discipline of Members
- Non-Member
 - Ejection or expulsion from the Maryborough Aquatic Centre, or any other action that could be taken in a court of law

15. Policy Evaluation

The Member Protection Officer will conduct an annual review of this policy or more often if required.

The Member Protection Officer will distribute the review report to the Management Committee for consultation and approval.

CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

Date: / /

Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official
Location/event of alleged issue	
Facts as stated by complainant	
Nature of complaint (category/basis/grounds) Can tick more than one box	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Religion <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Pregnancy <input type="checkbox"/> Physical abuse <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Child Abuse <input type="checkbox"/> Other
Feelings expressed by complainant Completing this may help to separate emotional content from facts	

Maryborough Swimming Club Inc.

What they want to happen to fix issue	
What information I provided	
What they are going to do now	

CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	Date Formal Complaint Received: / /
Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Name of person complained about	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Location/event of alleged issue		
Description of alleged issue		
Nature of complaint (basis/grounds/category) Can tick more than one box	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Religion <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Pregnancy <input type="checkbox"/> Physical abuse <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Child Abuse <input type="checkbox"/> Other	
Methods (if any) of attempted informal resolution		

Maryborough Swimming Club Inc.

President contacted	Who: When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position: Signature: / /
Signed by	Complainant (if not a child)

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

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)	

Maryborough Swimming Club Inc.

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: Signature: / /
Signed by:	Complainant Respondent