



MEMBERS PROTECTION POLICY

This Member Protection Policy (Policy) aims to ensure that we maintain our core values, good reputation and positive behaviours and attitudes. It assists us in ensuring we treat every person involved in our sport with respect and dignity and is safe and protected from abuse. This Policy also ensures that everyone involved in our sport is aware of his or her legal and ethical rights and responsibilities. This Policy also reflects our support and implementation of the sport industry principles and values outlined in The Essence of Australian Sport – principles of fairness, respect, responsibility and safety.

The policy attachments provide 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, Chatswood Rangers will take disciplinary action against any person or organisation bound by this Policy if they breach it.

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

- Individuals sitting on committees and sub-committees;
- Employees and volunteers;
- Support personnel (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers);
- Coaches and assistant coaches;
- Self-employed persons engaged by associations and clubs;
- Players;
- Referees, referee's assistants and other officials;
- Members, including life members;
- Any other person or organisation that is a member of, or affiliated to, Chatswood Rangers;
- Parents, guardians, spectators and sponsors to the full extent possible.

Chatswood Rangers requires every individual and organisation bound by this Policy to:

- Be ethical, fair and honest in all their dealings with other people;
- Treat all persons with respect and courtesy and have proper regard for their dignity, rights and obligations;
- Always place the safety and welfare of children above other considerations;
- Comply with the Constitution, regulations and policies of Chatswood Rangers including this policy;
- Operate within the rules and spirit of the sport;
- Comply with all relevant Australian laws (Federal and State), particularly anti-discrimination and child protection laws;
- Be responsible and accountable for their conduct; and

Chatswood Rangers must:

- Adopt, implement and comply with this Policy;
- Publish, distribute and otherwise promote this Policy and the consequences for breaching it;
- Always promote appropriate standards of conduct;
- Promptly deal with any breaches of, or complaints made, under this Policy in an impartial, sensitive, fair, timely and confidential manner;
- Apply this Policy consistently without fear or favour;
- Recognise and enforce any penalty imposed under this Policy;



- Ensure that a copy of this Policy is available or accessible to the persons to whom this Policy applies;
- Appoint appropriately trained people to the positions of Member Protection Information Officers (MPIO) to receive and manage complaints and allegations, and display the names and contact details in a way that is readily accessible; and
- Monitor and review this policy.

Individuals bound by this Policy are responsible for:

- Making themselves aware of the Policy and complying with the standards of conduct outlined in this Policy;
- Complying with applicable screening requirements and any New South Wales (NSW) Working with Children Checks;
- Complying with all other requirements of this Policy;
- Following the procedures outlined in this Policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour;
- Placing the safety and welfare of children above other considerations;
- Being accountable for their behaviour;
- Co-operating in providing a discrimination, child abuse and harassment free sporting environment; and
- Complying with any decisions and/or disciplinary measures imposed under this Policy.

CHILD PROTECTION POLICY

Chatswood Rangers is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child, and we will act without hesitation to ensure that we always maintain a Child-safe environment. We also support the rights and well-being of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

Chatswood Rangers acknowledges that our members and volunteers provide a valuable contribution to the positive experiences of children involved in sport. Chatswood Rangers aims to continue this and to take measures to protect the safety and wellbeing of children participating in sport by:

- **Identifying and Analysing Risk of Harm**
Chatswood Rangers will develop and implement risk management strategies, which includes a review of existing child protection policies, to determine how Child-safe and Child-friendly the Association is and to determine what additional strategies are required to minimise and prevent risk of harm to children because of the action of a member, volunteer or another child.
- **Developing Codes of Conduct for Adults and Children**
Chatswood Rangers will ensure that we have a Code of Conduct that specifies standards of conduct and care when dealing and interacting with children, particularly those in the care of Chatswood Rangers
- **Choosing Suitable Committee Members and Volunteers**
Chatswood Rangers will ensure that we take all reasonable steps to ensure that people most suitable and appropriate to work with children (in prescribed positions) are engaged.



Chatswood Rangers will achieve this using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

Chatswood Rangers will ensure that we conduct “Working with Children Checks” and/or criminal history assessments for employees and volunteers working with children, where the law requires an assessment.

If Chatswood Rangers obtains a criminal history report as part of the screening process, we ensure we deal with that criminal history information in accordance with State of NSW requirements.

➤ **Report and Respond Appropriately to Suspected Abuse and Neglect**

Chatswood Rangers will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

Chatswood Rangers will make all volunteers and committee members aware of their responsibilities under NSW legislation if they have a suspicion on reasonable grounds that a child has been or is being abused or neglected.

In addition to any legal obligation, if any person feels another person or organisation bound by this policy is acting inappropriately towards a child or is breaching the Working with Children Code of Conduct, they may make an internal complaint.

TAKING IMAGES OF CHILDREN

Individuals and clubs cannot use images of children inappropriately or illegally. Chatswood Rangers requires that individuals and clubs, wherever possible, obtain permission from a child’s parent/guardian before taking an image of a child who is not their own and ensure that the parent knows how the image will be used. Chatswood Rangers also requires individuals and clubs to respect the privacy of others and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If Chatswood Rangers or any of its affiliated clubs or organisations uses an image, of a child, it will avoid naming or identifying the child or it will avoid, wherever possible, using both the first name and surname. Chatswood Rangers will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. Chatswood Rangers will not display information about hobbies, likes/dislikes, school, etc. as paedophiles or other persons can use this information as grooming tools. Chatswood Rangers will only use appropriate images of a child relevant to our sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc. Chatswood Rangers, where possible, shall seek permission to use these images.

ANTI DISCRIMINATION AND HARRASSMENT

Chatswood Rangers opposes all forms of harassment, discrimination and bullying. This includes, but is not limited to:

- Treating or proposing to treat someone less favourably because of a particular characteristic; or
- Imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or
- Any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers.



If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to the complaints procedure within this Policy. This will explain what to do about the behaviour and how Chatswood Rangers will deal with the problem.

PREGNANCY POLICY

Every person bound by this Policy must treat pregnant women with dignity and respect and should remove any unreasonable barriers to participation by them in our sport. Chatswood Rangers will not tolerate any discrimination or harassment against pregnant women.

While many sporting activities are safe for pregnant women, there may be risks that apply to some women during pregnancy. Those risks will depend on the nature of the sporting activity and the pregnant woman's circumstances. Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision-making about the way they participate in sport.

Chatswood Rangers recommends that pregnant women wanting to participate in our sport consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation. Chatswood Rangers will only require pregnant women to sign a disclaimer if we require other participants to sign one in similar circumstances. Chatswood Rangers will not require women to undertake a pregnancy test.

GENDER IDENTITY POLICY

Every person bound by this Policy must treat people who identify as Transgender fairly and with dignity and respect. This includes acting with sensitivity and respect where a person is undergoing gender transition. Chatswood Rangers will not tolerate any unlawful discrimination or harassment of a person who identifies as Transgender or Transsexual, or whom another person believes is Transgender.

Chatswood Rangers recognises that the exclusion of Transgender people from participation in sporting events and activities may have significant implications for their health, well-being and involvement in community life. In general Chatswood Rangers will facilitate Transgender persons participating in sport with the gender with which they identify.

Chatswood Rangers also recognises there is debate over whether a male or female Transgender person obtains any physical advantage over other female participants. If issues of performance advantage arise, Chatswood Rangers will seek advice on the application of those laws in the circumstances.

ALCOHOL POLICY

Chatswood Rangers recommends that member clubs adhere to strict guidelines regarding the responsible consumption of alcohol. Responsible service and consumption of alcohol should apply to the consumption of any alcohol during or after the conclusion of competition. Responsible service of alcohol will entail:

- Making sure light alcohol and soft drinks are always available as alternatives to full strength alcohol;
 - Wherever possible, food being available to be consumed when alcohol is available;
- Stakeholders can obtain guidance from the Good Sports website – [click here](#).

SMOKING POLICY

The following policies apply to all sport related events (including matches and social functions):

- No smoking shall occur at or near any match or event organised by Chatswood Rangers.
- Social functions shall be smoke free, with smoking only permitted at designated outdoor smoking areas;
- Coaches, club and team officials, volunteers and players will refrain from smoking and remain smoke free while involved in an official capacity.

CYBER BULLYING/SAFETY

Chatswood Rangers regards bullying and harassment in all forms as unacceptable. Given the emergence of new telephone and internet social networks, the opportunity for unwanted and improper comments and statements has dramatically increased. Messages or statements made in these ways using these means of communication are largely instantaneous, and individuals can easily abuse them.

Others may also manipulate a person by encouraging him/her to make a statement on Twitter, Facebook, My Space or LinkedIn, for example, when the writer may be upset or vulnerable.

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, the law regards bullying as a criminal offence punishable by imprisonment, amongst other things. Frustration at a referee, team-mate, coach, or sporting body should never be communicated on social network channels, but rather by way of reasoned and logical verbal and written statements and where appropriate, complaints, to Chatswood Rangers.

SOCIAL NETWORKING/WEBSITES POLICY

Chatswood Rangers acknowledges the emergence of new technology and communication platforms (Social Media) and wish to enable its participants to use such Social Media to benefit sport and its participants, and to applaud achievements. However, participants within sport need to be mindful of the possibility of other participants using Social Media inappropriately. Inappropriate use may occur unintentionally or when participants do not realise that their comments, once published are in a public forum, and are difficult to retract. Social Media platforms include, but are not limited to:

- Social networking sites, including Facebook, Myspace and LinkedIn;
- Video and photo sharing websites, including Flickr, Instagram and YouTube;
- Micro-blogging sites, such as Twitter or Tumblr by traditional;
- Weblogs, including personal blogs or blogs hosted by traditional media publications;
- Forums and discussion boards, including those hosted by traditional media publications;
- Online encyclopaedia, such as Wikipedia; and
- Any other website that allows individual users or companies to contribute content.

Precautions Chatswood Rangers recommend include:

- Do not include personal information of yourself or others on Social Media channels;
- Do not use offensive, provocative or hateful language on Social Media channels;
- Use your best judgement: do not publish something that makes you the slightest



bit uncomfortable, and never write or publish if you are feeling emotional or upset (or are intoxicated);

- Always ask for a person's permission before posting his/her picture on Social Media channels;
- Never comment on rumours: do not confirm or deny them or speculate about rumours on Social Media channels;
- Always use Social Media and network forums to add value to and promote sport in a positive way.

COMPLAINTS PROCESS

COMPLAINTS

Any person may submit a complaint about a Member bound by this Policy if they reasonably think that a Member has breached this Policy or has otherwise engaged in unethical or inappropriate conduct or behaviour.

Chatswood Rangers aims to provide a simple procedure for complaints based on the principles of procedural fairness (**Natural Justice**). Any person (**Complainant**) may report a complaint about a person/s or organisation bound by this policy (**Respondent**). The person should report such complaints to the committee members or the MPIO.

The Complaints Procedure Policy applies exclusively to the reporting, investigation and resolution of complaints reported under this policy.

Chatswood Rangers:

- Must deal with any complaints about breaches of this policy promptly, seriously, sensitively and confidentially and in accordance with the Complaints procedure,
- Must keep complaints confidential and will not disclose to another person without the complainant's consent, except if required by law or if disclosure is necessary to effectively deal with the complaint; and
- Recognise that Natural Justice is the minimum standard of fairness applicable in the investigation and adjudication of a complaint.

The lowest level at which a matter can be dealt with shall always be preferred. Therefore, if a complaint relates to behaviour or an incident that occurred at the:

- Club level or involves people operating at the club level, the complaint should be reported to and handled by, the relevant club in the first instance; or
- State level or involves people operating at the state level, the complaint should be reported to and handled by the relevant Member Federation in the first instance; or
- National level, the complaint should be reported to and handled by National Association.

Chatswood Rangers aims for our complaints procedure to have integrity and be free of unfair repercussions or victimisation. If at any point in the complaints process the MPIO considers that a Complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, he/she may refer the matter to the Association for appropriate action that may include disciplinary action against the Complainant.

Chatswood Rangers will take all necessary steps to make sure that people involved in a complaint are not victimised. Chatswood Rangers can impose disciplinary measures on anyone who harasses or victimises another person for making a complaint.

Chatswood Rangers may deal with a complaint either informally or formally, depending on whether the complainant lodged an informal or formal complaint.

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

IMPROPER COMPLAINTS AND VICTIMISATION

Chatswood Rangers aims for the Complaints Procedure to have integrity and be free of unfair repercussions or victimisation against the person making the complaint. If at any point in the complaints process the Chatswood Rangers MPIO considers that a Complainant has **knowingly** made an untrue complaint, or the complaint is malicious or intended to cause distress to the person complained of, the affiliated club or organisation



may refer the matter to the Executive Committee for appropriate action. Appropriate action may include disciplinary action against the Complainant.

Chatswood Rangers will take all necessary steps to make sure that people involved in a complaint are not victimised. Chatswood Rangers can impose disciplinary measures on anyone who harasses or victimises another person for making a complaint.

MEDIATION

Chatswood Rangers aims to resolve complaints with a minimum of fuss. The people involved may resolve complaints amongst themselves with no need for disciplinary action. Mediation allows those involved to discuss the matter in the presence of an independent mediator and to come up with mutually agreed solutions.

Mediation may occur before or after the investigation of a complaint. If a Complainant wishes to resolve the complaint with the help of a mediator, the Chatswood Rangers MPIO will arrange for a neutral third-party mediator where possible, in consultation with the Complainant. Lawyers may not negotiate on behalf of the Complainant and/or the Respondent during a mediation.

BREACHES OF THIS POLICY

It is a breach of this policy for any person or organisation to which this policy applies, to do anything contrary to this policy, including but not limited to:

- Breaching the Working with Children Code of Conduct;
- Bringing sport and/or any of the Governing Bodies into disrepute, or acting in a manner likely to bring sport and/or any of the Governing Bodies into disrepute;
- Failing to follow FFA Statutes, Regulations and policies (including this Policy) and procedures for the protection, safety and wellbeing of children;
- Discriminating against, harassing or bullying (including cyber-bullying) any person;
- Victimising another person for reporting a complaint;
- Engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over;
- Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- Disclosing to any unauthorised person or organisation any information of a Governing Body that is of a private, confidential or privileged nature;
- Making a complaint they know to be untrue, vexatious, malicious or improper;
- Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this Policy; or
- Failing to comply with a direction given to the individual or organisation during the discipline process.

WORKING WITH CHILDREN REQUIREMENTS

Child protection is about keeping children safe from harm or abuse. Child abuse is illegal, and all states and territories have their own systems and laws that cover screening and/or the reporting and investigation of cases of child abuse.

Working with Children Check (**WWCC**) laws aim to prevent people who pose a risk from



working with children as paid employees or volunteers. In New South Wales, laws require individuals involved in areas such as sport and recreation to undertake a check to determine their suitability to work (in a paid or volunteer capacity) with children. The employer does this by checking certain criminal history and other matters. In some states, this also involves reviewing relevant findings from disciplinary proceedings. There are also requirements placed on organisations.

The NSW WWCC requirements apply regardless of any provisions within these regulations.

New South Wales Child Protection Requirements

All organisations within NSW that employ people in child-related employment (in a paid or volunteer capacity) must meet the requirements of the Working with Children Check (WWCC). Child related employment is work that primarily involves direct unsupervised contact with children.

COMPLAINT HANDLING PROCEDURES

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

Complaints Procedure

Informal Complaints

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

In the first instance, you (**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 the Member Protection Information Officer

Talk with the MPIO if:

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

To contact the MPIO email mpio@chatswoodrangers.com.au

The MPIO will:

- Take confidential notes about your complaint;
- Try to find 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 the Complaints Procedure works;
- Act as a support person if you so wish;
- Refer the complainant back to attempt to resolve the complaint directly with the other person involved, if necessary;
- Refer you to an appropriate person (e.g. Mediator) to help you resolve the problem, if necessary;
- Inform the relevant government authorities and/or police if required by law to do so;
- Maintain confidentiality.

Step 3: Outcomes from initial contact

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 the MPIO);
- To seek a mediated resolution with the help of a third person (such as a mediator); or
- To make a formal complaint to the MPIO in writing.

Formal Complaints

Step 4: Making a Formal complaint

If your informal complaint is not resolved, or informal approaches have not resolved the complaint to the complainant's satisfaction, or are not appropriate or possible, the complainant may:

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

On receiving a formal complaint and based on the material the complainant has provided, the MPIO or Associations MPIO will 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;
- To refer the complaint to mediation;
- To appoint a person to **investigate** (gather more information on) the complaint;
- 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 arrangements that will apply until the complaint process set out in these procedures are completed.

In making the decision(s) outlined above, the MPIO will consider:

- Whether they have had any personal involvement in the circumstances which means that someone else should handle the complaint;
- Your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- The relationship between you and the respondent (for example an actual or perceived power imbalance between you and the respondent);
- Whether the facts of the complaint are in dispute; and
- 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:

- 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 if 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 referring the matter to a Tribunal from which disciplinary action may result in accordance with this Policy.

In the event that further investigation into the matter is required, the Executive Committee will appoint an appropriate person, whether a Chatswood Rangers member or otherwise, (**Investigator**) to investigate the complaint.

Step 5: Investigation of the complaint

On completion of his or her investigation, the Investigator appointed under Step 4 above must provide a written report to the Chatswood Rangers MPIO or the Associations MPIO

for a determination by relevant Member Federation as to what further action should be taken.

If the Investigator recommends that, the organiser refer the complaint:

- To mediation, it will be conducted in accordance with **Section 6.13.2** of this Policy or as otherwise agreed by the Complainant, the Respondent and the mediation provider; or
- To a tribunal, the hearing shall be conducted in accordance with the Grievance Resolution Regulations; or
- The police or other appropriate authority, Chatswood Rangers will use its best endeavours to provide all reasonable assistance required by the police or other authority.

The Investigator must make clear to all parties that he/she is not seeking to resolve the matter, to decide whether any breach of this Policy has occurred, or to impose any penalty. The Investigator must refer any decision about Policy breach to an independent Tribunal, and wherever possible, an independent mediator should conduct any mediations. CHATSWOOD RANGERS must meet any costs relating to the complaint process set out in this Policy (e.g. investigation and/or mediation and/or hearings tribunal) unless otherwise stated.

Step 6: 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 matter was escalated to and/or dealt with at the Association level, the information will be stored in the 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 documents will be stored at the National office with a copy stored at the Chatswood Rangers office.

Step 7: External Procedure

There is 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 Anti-Discrimination Board of NSW (ADB) without being obliged to make a formal complaint. If the ADB advises you that the problem appears to be harassment within its jurisdiction, you may lodge a formal complaint with the ADB. [Click here](#) for link.

Once the ADB receives a complaint, it will investigate. If it appears that unlawful harassment or discrimination has occurred, it will conciliate the complaint confidentially. If this fails, or is inappropriate, the complaint may go to a formal hearing where a tribunal will make a finding. The tribunal will decide upon what action, if any, it will take. 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 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.

MEDIATION PROCESS

Mediation is a process that assists people in conflict to communicate with each other to identify the areas of dispute and to make decisions about resolving it. Chatswood Rangers will follow the following general procedure of mediation:

- If the parties choose mediation, the MPIO will arrange for a mediator, in consultation with the Complainant and the Respondent(s)

- 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 that the mediation will follow. At a minimum, the mediator will prepare an agenda of issues for discussion. The mediator will conduct the mediation 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.
- At the end of a successful mediation, the mediator will prepare a document that sets out the agreement reached which both parties will sign as their agreement.
- If the complaint is not resolved by mediation, the Complainant may:
 - ❖ Write to the MPIO to make a formal complaint in accordance with **Step 4**;
 - or
 - ❖ Approach an external agency such as an anti-discrimination commission.
- Mediation will **not** be recommended if:
 - ❖ The Respondent has a completely different version of the events and will not deviate from these;
 - ❖ The Complainant or Respondent are unwilling to attempt mediation;
 - ❖ Due to the nature of the complaint, the relationship between the Complainant and the Respondent(s) or any other relevant factors, the complaint is not suitable for mediation; or
 - ❖ The matter involves proven serious allegations, regardless of the wishes of the Complainant.

INVESTIGATION PROCESS

If Chatswood Rangers needs to conduct an investigation to gather more information, it shall appoint an independent Investigator.

Chatswood Rangers shall provide a written brief to the Investigator clarifying terms of engagement and roles and responsibilities.

- The Investigator shall:
 - ❖ Interview the Complainant and record the interview in writing;
 - ❖ Convey full details of the complaint to the Respondent(s) so they can respond;
 - ❖ Interview the Respondent(s) to allow them to answer the complaint, and record the interview in writing;
 - ❖ Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts.
- The Investigator shall deliver a report to the Executive Committee as to whether in his or her view the complaint is:
 - ❖ Substantiated (there is sufficient evidence to support the complaint); or
 - ❖ Inconclusive (there is insufficient evidence either way); or
 - ❖ Unsubstantiated (there is sufficient evidence to show that the complaint is unfounded); or,
 - ❖ Mischievous, vexatious or knowingly untrue.
- If requested, the Investigator may recommend that the Executive Committee should refer the matter to a Tribunal for determination as to whether there has been a breach of the Policy and any appropriate sanctions.
- The Executive Committee shall provide a report to the Complainant and Respondent(s) documenting the complaint, the investigation process and summarising key points concerning the investigation.
- The Complainant and the Respondent(s) shall be entitled to receive support throughout this process from their chosen support person/adviser (e.g. MPIO or other person).



INVESTIGATION PROCEDURE FOR CHILD ABUSE

An allegation of child abuse is a very serious matter and the club must handle such matter with a high degree of sensitivity. It is not the responsibility of anyone working in Chatswood Rangers in a paid or unpaid capacity to decide whether child abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate authorities.



ATTACHMENTS

CODE OF CONDUCT

Australians are justifiably proud of the place sport has in their daily lives. But what is equally important to us all is the way the game is played and the manner in which our sportsmen and women conduct themselves.

Chatswood Rangers Sports Club is a community based club that's objective is to contribute to the development of children and adults in The Willoughby City Council and surrounding municipalities by providing the opportunity for them to participate in sporting activities.

As a member of Chatswood Rangers Sports Club there is an expectation that their behaviour will reflect on the Club and as such the Code of Conduct has been established to set a minimum standard of behaviour for those participating in Club activities.

If individuals have a grievance, they should choose an appropriate time and make every reasonable effort to sort out the issue privately. This is best to be done as diplomatically as possible. If this is not successful individuals are entitled to put the grievance in writing to the committee for consideration. The committee will determine whether to deal with the matter or involve appropriate authorities.

If a member's conduct is inconsistent with our Code of Conduct the Committee reserves the right to terminate that's person's membership with our club.

The below Code of Conduct has been adopted from the Australian Sports Commission and believe that the following guidelines will create the right environment for members to enjoy their sporting activities with Chatswood Rangers Sports Club.

Players

- Play by the rules at all times.
- Respect the decisions made by game officials and refrain from arguing with them.
- Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
- Be a good sport. Applaud all good plays whether they are made by your team or the opposition.
- Treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
- Cooperate with your coach, team mates and opponents. Without them there would be no competition.
- Participate for your own enjoyment and benefit, not just to please parents and coaches.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

Parents and Spectators

- Remember that the participants are playing for their enjoyment, not yours.
- Focus on the efforts and performance rather than winning or losing.
- Encourage the players to always play according to the rules.
- Respect the officials' decisions and teach the participants to do likewise.
- Applaud good performance from players of both sides.
- Show respect and appreciation for coaches, officials and administrators. Without them, your child could not participate.
- Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

Coaches and Team Officials

- Remember that people participate for pleasure and winning are only part of the fun.
- Never ridicule or yell at a player for making a mistake.
- Operate within the rules and spirit of your sport and teach your players to do the same.
- Ensure that the time players spend with you is a positive experience.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, parents and spectators. Encourage your players to do the same.
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young people.
- Any physical contact with a young person should be appropriate to the situation and necessary for the player's skill development.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

Committee

- Involve members in planning, leadership, evaluation and decision making related to the activity.
- Give all people equal opportunities to participate.
- Create pathways for people to participate in sport not just as a player but as a coach, official, administrator etc.
- Ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of young players.
- Provide quality supervision and instruction for junior players.
- Remember that young people participate for their enjoyment and benefit.
- Help coaches and officials highlight appropriate behaviour and skill development and help improve the standards of coaching and officiating.
- Ensure that everyone involved in sport emphasises fair play, and not winning at all costs.
- Remember, you set an example. Your behaviour and comments should be positive and supportive.
- Always have the best interest of the Club when making decisions.
- Make it clear that abusing people in any way is unacceptable and will result in disciplinary action.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

The principles of natural justice will be observed when making decisions on breaches of the Code of Conduct and in deciding any penalties for such breaches. Any penalties that are imposed are to be appropriate to the seriousness of the breach.

Chatswood Rangers Sports Club reserves the right to determine an appropriate penalty for breaches of the Code of Conduct. These penalties may range from formal warnings and suspensions to deregistration from the Sports Club and exclusion from future participation.

Registering with Chatswood Rangers Sports Club implies that you agree to be bound by our Code of Conduct.