

SOUTH COAST HOCKEY ASSOCIATION

MEMBER PROTECTION POLICY

VERSION 2
November 2023

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REVIEW HISTORY OF SOUTH COAST HOCKEY ASSOCIATION MEMBER PROTECTION POLICY

Version	Date Reviewed	Date Endorsed	Content Reviewed/Purpose
One	Created November 2010		Initial Policy Development

PREFACE

- The South Coast Hockey Association (“**SCHA**”) is responsible for the administration of the game of Field Hockey within the associations' borders covering the Fleurieu Peninsula of South Australia.
- The South Coast Hockey Organisation is committed to provide an environment safe for children that is free from harassment, discrimination and abuse for everyone, and promotes respectful and positive behavior and values.
- The Policy reiterates the South Coast Hockey Association's Code of Conduct, forming the basis of appropriate and ethical conduct which everyone must abide by.
- The South Coast Hockey Association and its affiliated clubs have endorsed this Policy and expect it to be abided by.

Bill Threadgold
President
South Coast Hockey Association
November 2010

Simon Cazzolato
Secretary
South Coast Hockey Association
November 2010

SOUTH COAST HOCKEY ASSOCIATION

PART A: MEMBER PROTECTION POLICY

1. Introduction

The mission of the South Coast Hockey Association is to encourage, promote, develop and administer the sport of Hockey for the enjoyment of all. We aim to promote participation in the sport for all males and females of all ages and backgrounds.

2. Purpose of this Policy

This South Coast Hockey Association Member Protection Policy aims to maintain ethical and informed decision-making and responsible behaviors within our sport. It 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 our sport at the association level of his or her legal and ethical rights and responsibilities and the standards of behavior that are required.

The Policy attachments outline the procedures that support our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behavior from our sport. As part of this commitment, the South Coast Hockey Association will take disciplinary action against any person or organisation bound by this Policy if they breach it.

This Policy has been endorsed by the South Coast Hockey Association at the Annual General Meeting in 2011 and has been incorporated into our By-Laws. The Policy starts in 2011 and will operate until replaced. Copies of the current Policy and its attachments can be obtained from the [South Coast Hockey Association](#) website or via the SCHA secretary.

3. Who this Policy Applies To

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

- 3.1 persons appointed or elected to South Coast Hockey Association committees and sub-committees;
- 3.2 employees of South Coast Hockey Association;
- 3.3 members of the South Coast Hockey Association Executive;
- 3.4 support personnel appointed or elected to teams and squads (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers);
- 3.5 coaches and assistant coaches;
- 3.6 athletes;
- 3.7 referees, umpires and other officials involved in the regulation of the sport;
- 3.8 members, including life members of the South Coast Hockey Association;
- 3.9 athletes, coaches, officials and other personnel participating in events and activities, including camps and training sessions, held or sanctioned by the South Coast Hockey Association;
- and
- 3.10 any other person including spectators, parents/guardians and sponsors, to the full extent that is possible.

This Policy also applies to the following Clubs:

- 3.11 Aldinga Bay Hockey Club Inc.;
- 3.12 Goolwa Hockey Club;
- 3.14 Victor harbor Hockey Club; and
- 3.15 Yankalilla Hockey Club;

4. Responsibilities of the Organisation

The South Coast Hockey Association must:

- 4.1 adopt, implement and comply with this Policy;

- 4.2 make such amendments to their Constitution, Rules or Policies necessary for this Policy to be enforceable;
- 4.3 publish, distribute and promote this Policy and the consequences of breaches;
- 4.4 promote and model appropriate standards of behavior at all times;
- 4.5 promptly deal with any breaches or complaints made under this Policy in a sensitive, fair, timely and confidential manner;
- 4.6 apply this Policy consistently;
- 4.7 recognise and enforce any penalty imposed under this Policy;
- 4.8 ensure that a copy of this Policy is available or accessible to the persons and associations to whom this Policy applies;
- 4.9 use appropriately trained people to receive and manage complaints and allegations, e.g. Member Protection Information Officers (“MPIO”); and
- 4.10 monitor and review this Policy at least annually.

5. Individual Responsibilities

Individuals bound by this Policy are responsible for:

- 5.1 making themselves aware of the Policy and complying with its standards of behavior;
- 5.2 complying with our screening requirements and any state/territory “Working with Children Checks”;
- 5.3 placing the safety and welfare of children above other considerations;
- 5.4 being accountable for their behavior;
- 5.5 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 behavior; and
- 5.6 complying with any decisions and/or disciplinary measures imposed under this Policy.

6. Position Statements

6.1 Child Protection

The South Coast Hockey Association acknowledges that our staff, members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. The South Coast Hockey Association aims to continue this and to take measures to protect the safety and welfare of children participating in our sport by:

- prohibiting any form of abuse against children;
- ensuring people have completed a satisfactory “Working with Children Check” where the relevant state/territory law requires this [state/territory requirements are summarised in Part B of this Policy];
- carefully selecting and screening people over the age of 18 years who work, coach or have regular unsupervised contact with children;
- promoting and enforcing our Codes of Conduct, particularly for roles associated with juniors;
- responding to all reports and complaints of abuse promptly, seriously and confidentially;
- making information about child protection available, particularly for roles associated with children; and
- adopting practices that reduce risks and provide the greatest opportunity of having a child safe environment.

Anyone who reasonably suspects that a child has been or is being abused by someone within our sport, is to report it immediately to the police or relevant government agency and Member Protection Information Officers (MPIOs). Descriptions of the sorts of activity which may be abuse are in the Dictionary at clause 10. If anyone suspects that a child is being abused by his or her parent/s, they are advised to contact the relevant government department for youth, family and community services in their state/territory.

A person will not be victimised for reporting possible child abuse and the privacy of all persons concerned will be respected.

6.2 Taking Images of Children

Images of children can be used inappropriately or illegally. The South Coast Hockey Association requires that individuals, clubs and the association, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If the South Coast Hockey Association uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will not display information about hobbies, likes/dislikes, school, etc as this information can be used as grooming tools by pedophiles or other persons. We will only use appropriate images of a child, relevant to our sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

We require our members and clubs to do likewise.

6.3 Anti-Discrimination and Harassment

The South Coast Hockey Association opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favorably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behavior 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. Some forms of harassment, discrimination and bullying, based on personal characteristics such as those listed in the Dictionary at [clause 10], are against the law.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this Policy. This will explain what to do about the behavior and how the South Coast Hockey Association will deal with the problem.

6.4 Sexual Relationships

The South Coast Hockey Association takes the view that intimate relationships (whether or not of a sexual nature) between coaches and players, while not necessarily constituting harassment, can have harmful effects on the player, on other players and on the sport's public image. Such relationships may be perceived to be exploitative because there is usually a disparity between coaches and athletes in terms of authority, maturity, status, influence and dependence. Given there is always a risk that the relative power of the coach has been a factor in the development of such relationships, they should be avoided by coaches at all levels. In the event that an athlete attempts to initiate an intimate relationship, the coach must take personal responsibility for discouraging such approaches, explaining the ethical basis for such actions.

The coach or athlete may wish to approach the South Coast Hockey Association's MPIO if they feel harassed.

6.5 Pregnancy

Everyone bound by this Policy must treat pregnant women with dignity and respect and any unreasonable barriers to participation by them in our sport should be removed. We will not tolerate any discrimination or harassment against pregnant women.

While many sporting activities are safe for pregnant women, there may be particular risks that apply to some women during pregnancy. Those risks will depend on the nature of the sporting activity and the particular 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 our sport.

The South Coast Hockey Association 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.

6.6 Gender Identity

Everyone 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. We will not tolerate any unlawful discrimination or harassment of a person who identifies as transgender or transsexual or who is thought to be transgender. Descriptions of the types of behavior which could be regarded as transgender discrimination or harassment are provided in the Dictionary at [Clause 10].

The South Coast Hockey Association recognises that the exclusion of transgender people from participation in sporting events has significant implications for their health, well-being and involvement in community life. In general, the South Coast Hockey Association will facilitate transgender persons participating in our sport with the gender with which they identify.

The South Coast Hockey Association also recognises there is debate over whether a male to female transgender person obtains any physical advantage over other female participants. This debate is reflected in the divergent discrimination laws across the country. If issues of performance advantage arise, the South Coast Hockey Association will seek advice on the application of those laws in the particular circumstances.

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

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

6.7 Internet

The South Coast Hockey Association is aware that using the internet and electronic communication is vital for communicating with club members. We are committed to making sure that electronic communication is appropriate.

When using this technology we will make sure that members privacy is protected, clear boundaries are maintained, and bullying and harassment does not occur.

Website:

- No offensive content or photos will be uploaded to our website.
- Links to other websites (e.g. YouTube) will only feature positive information.
- Photos on our website will not include full names and/or allow personal information to be taken from them.

Email:

- South Coast Hockey Association will use email to provide information to all its members and clubs.
- Emails will never be tolerated if they include negative or harassing comments in them.
- Personal information regarding children will never be used in group emails.

Facebook:

- No statements are to be made about South Coast Hockey Association, any of its affiliated clubs or members that are misleading, false or likely to injure the reputation of the aforementioned.
- No posts are to be made that might bring the South Coast Hockey Association into disrepute.
- Members will not engage in negative or destructive discussions.

7. Complaints Procedures

7.1 Complaints

The South Coast Hockey Association aims to provide a simple procedure for complaints based on the principles of procedural fairness (natural justice). Any person (a complainant) may report a complaint about a person/s or organisation bound by this Policy (respondent). Such complaints should be reported to MPIO's.

In all cases, the lowest level at which a matter can be dealt with shall always be preferred, e.g. if the club can deal with the complaint, then it should; if not, then if the Association can deal with the complaint, then it should. Therefore, if a complaint relates to:

- behavior or an incident that occurred at the Association level or involves people operating at the Association level, then the complaint should be reported to and handled by the Association in the first instance; or
- behavior or an incident that occurred at the club level or involves people operating at the club level, then the complaint should be reported to and handled by the relevant club in the first instance.

A complaint may be dealt with informally or formally. The complainant usually decides this unless MPIO considers that the complaint falls outside this Policy and would be better dealt with another way and/or the law requires the complaint/allegation to be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially.

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

7.2 Vexatious Complaints and Victimisation

The South Coast Hockey Association 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, the matter may be referred to the South Coast Hockey Association disciplinary committee for appropriate action which may include disciplinary action against the complainant.

The South Coast Hockey Association will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint.

7.3 Mediation

The South Coast Hockey Association aims to resolve complaints with a minimum of fuss. Complaints may be resolved by agreement between the people involved with no need for disciplinary action. Mediation allows those involved to be heard 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 MPIO will, in consultation with the complainant, arrange for a neutral third party mediator where possible. Lawyers are able to negotiate on behalf of the complainant and/or the respondent.

7.4 Tribunals

A Tribunal may be convened to hear a formal complaint referred to it by the MPIO.

A respondent may lodge an appeal only to the Appeal Tribunal in respect of a Tribunal decision. The decision of the Appeal Tribunal is final and binding on the people involved.

Every Club bound by this Policy will recognise and enforce any decision of a Tribunal or Appeal Tribunal under this Policy.

8. What is a Breach of this Policy

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

- 8.1** breaching the Codes of Behavior (attachment B to this Policy);
- 8.2** bringing South Coast Hockey Association into disrepute, or acting in a manner likely to bring any affiliated club into disrepute;
- 8.3** failing to follow South Coast Hockey Association policies (including this Policy) and procedures for the protection, safety and welfare of children;
- 8.4** discriminating against, harassing or bullying (including cyber bullying) any person;
- 8.5** victimising another person for reporting a complaint;
- 8.6** engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over;
- 8.7** verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- 8.8** disclosing to any unauthorised person or organisation any South Coast Hockey Association information that is of a private, confidential or privileged nature;
- 8.9** making a complaint they **knew** to be untrue, vexatious, malicious or improper;
- 8.10** failing to comply with a penalty imposed after a finding that the individual or organisation has breached this Policy; or
- 8.11** failing to comply with a direction given to the individual or organisation during the discipline process

9. Disciplinary Measures

If an individual or organisation to which this Policy applies breaches this Policy, one or more forms of discipline may be imposed. Any disciplinary measure imposed under this Policy must:

- be applied consistent with any contractual and employment rules and requirements;
- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach;
and
- be determined in accordance with our Constitution, By Laws, this Policy.

9.1 Individual

Subject to contractual and employment requirements, if a finding is made by a Tribunal that an individual has breached this Policy, one or more of the following forms of discipline may be imposed:

- 9.1.1 a direction that the individual make a verbal and/or written apology;
- 9.1.2 a written warning;
- 9.1.3 a direction that the individual attend counselling to address their behavior;
- 9.1.4 a withdrawal of any awards, records or achievements bestowed in any tournaments, activities or events held or sanctioned by the South Coast Hockey Association;
- 9.1.5 a demotion or transfer of the individual to another location, role or activity;
- 9.1.6 a suspension of the individual's membership or participation or engagement in a role or activity;
- 9.1.7 termination of the individual's membership, appointment or engagement;
- 9.1.8 a recommendation that the South Coast Hockey Association terminate the individual's membership, appointment or engagement;
- 9.1.9 in the case of a coach or official, a direction that the relevant club de-register the accreditation of the coach or official for a period of time or permanently;
- 9.1.10 a fine; or
- 9.1.11 any other form of discipline that tribunal considers appropriate.

9.2 Clubs

If a finding is made that an affiliated Club has breached this Association Member Protection Policy, one or more of the following forms of discipline may be imposed by the tribunal:

- 9.2.1 a written warning;
- 9.2.2 a fine;
- 9.2.3 a direction that any rights, privileges and benefits provided to that club by the Association be suspended for a specified period;
- 9.2.4 a direction that any funding granted or given to it by the Association cease from a specified date;
- 9.2.5 a direction that the South Coast Hockey Association cease to sanction events held by or under the auspices of that club;
- 9.2.6 a recommendation to South Coast Hockey Association that the club's membership with the South Coast Hockey Association be suspended or terminated in accordance with the relevant constitution or rules; and/or
- 9.2.7 any other form of discipline that the South Coast Hockey Association considers to be reasonable and appropriate.

9.3 Factors to consider

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

- nature and seriousness of the breach;
- if the person knew or should have known that the behavior was a breach; level
- of contrition;
- the effect of the proposed disciplinary measures on the person including any personal, professional or financial consequences;

- if there have been relevant prior warnings or disciplinary action;
- ability to enforce discipline if the person is a parent or spectator (even if they are bound by the Policy); and/or
- any other mitigating circumstances.

10. Dictionary

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

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

Affiliated club means any financial Club of the South Coast Hockey Association.

Child means a person who is under the age of 18 years.

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

- physical abuse by hurting a child or a child's development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity);
- sexual abuse by adults or other children where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography including child pornography or inappropriate touching or conversations);
- emotional abuse by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a child); and
- neglect (e.g. failing to give food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury).

Complainant means a person making a complaint.

Complaint Handler/Manager means a person appointed under this Policy to investigate a Complaint.

Discrimination means treating or proposing to treat someone less favorably because of a particular characteristic in the same or similar circumstances in certain areas of public life (Direct Discrimination), or imposing or intending to impose an unreasonable requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect on individuals or groups with particular characteristics (Indirect Discrimination). The characteristics covered by discrimination law across Australia are:

- age;
- disability;
- family/carer responsibilities;
- gender identity/transgender status;
- homosexuality and sexual orientation;
- irrelevant medical record;
- irrelevant criminal record;
- political belief/activity;
- pregnancy and breastfeeding;
- race;
- religious belief/activity;
- sex or gender;
- social origin;
- and/or trade union membership/activity.

(Some States and Territories include additional characteristics such as physical features or association with a person with one or more of the characteristics listed above).

Examples of Discrimination

- **Age:** A club refuses to allow an older person to coach a team simply because of age.
- **Breastfeeding:** A member of the club who is breastfeeding a baby in the club rooms is asked to leave.
- **Disability:** A junior player is overlooked because of mild epilepsy.
- **Family responsibilities:** A club decides not to promote an employee because he has a child with a disability even though the employee is the best person for the job.
- **Gender Identity:** A transgender contract worker is harassed when employees refuse to call her by her female name.
- **Homosexuality:** An athlete is ostracised from her team after it becomes known that she is a lesbian.
- **Marital Status:** A player is deliberately excluded from team activities and social functions because she is single
- **Pregnancy:** A woman is dropped from a squad when she becomes pregnant.
- **Race:** An Italian referee is not permitted to referee games with a high proportion of Italian players on one team because of his race.
- **Sex:** Specialist coaching is only offered to male players in a mixed team.

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

Unlawful harassment is sexual or targets a person because of their race, sex, pregnancy, marital status, sexual orientation or some other characteristic (see characteristic list under discrimination).

It does not matter whether the harassment was intended: the focus is on the impact of the behavior. The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident but is usually repeated. It may be explicit or implicit, verbal or non-verbal.

Discrimination and harassment are not permitted in employment (including volunteer and unpaid employment); when providing sporting goods and services including access to sporting facilities; when providing education and accommodation; the selection or otherwise of any person for competition or a team (domestic or international); the entry or otherwise of any player or other person to any competition and the obtaining or retaining membership of clubs and organisations (including the rights and privileges of membership).

Some exceptions to state and federal anti-discrimination law apply. Examples include:

- holding a competitive sporting activity for females only who are under 12 years of age or of any age where strength, stamina or physique is relevant; or
- not selecting a participant if the person's disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination or harassment may also be against the law.

It is also a breach of discrimination law to victimise a person who is involved in making a complaint of discrimination or harassment. Example: a player is ostracised by her male coach for complaining about his sexist behavior or for supporting another player who has made such a complaint.

Public acts of racial hatred which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited. This applies to spectators, participants or any other person who engages in such an act in public. Some states and territories also prohibit public acts that vilify on other grounds such as homosexuality, gender identity, HIV/AIDS, religion and disability – see vilification.

Mediator means an impartial/neutral person appointed to mediate Complaints.

Member Protection Information Officer (MPIO) means a person trained to be the first point of contact for a person reporting a complaint under, or a breach of, this Policy.

Natural justice (also referred to as procedural fairness) incorporates the following principles: both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond; all relevant submissions must be considered; no person may judge their own case; the decision maker/s must be unbiased, fair and just; and the penalties imposed must be fair.

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

This Policy means this Member Protection Policy.

Respondent means the person who is being complained about.

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

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

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

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

- rape
- indecent assault
- sexual assault
- assault with intent to have sexual intercourse
- incest
- sexual penetration of child under the age of 16
- indecent act with child under the age of 16
- sexual relationship with child under the age of 16
- sexual offences against people with impaired mental functioning
- abduction and detention
- procuring sexual penetration by threats or fraud
- procuring sexual penetration of child under the age of 16
- bestiality
- soliciting acts of sexual penetration or indecent acts
- promoting or engaging in acts of child prostitution
- obtaining benefits from child prostitution
- possession of child pornography
- publishing child pornography and indecent articles.

Transgender is a general term applied to individuals and behaviors that differ from the gender role commonly, but not always, assigned at birth. It does not imply any specific form of sexual orientation.

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

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

PART B: CODE OF CONDUCT

SOUTH COAST HOCKEY ASSOCIATION CODE OF CONDUCT

South Coast Hockey Association (SCHA) encourages and supports good sportsmanship from all players, Officials, Coaches, Umpires, Parents and spectators alike. As amended in our Constitution, below is the Code of Conduct that all people are expected to abide by.

General Code of Conduct (for all participants):

- participate in matches in accordance with the rules of Hockey;
- respect the spirit of the rules Hockey and fair play, and behave accordingly;
- display and foster respect for umpires, opponents, coaches, administrators, other officials, parents/guardian/caregiver and spectators;
- never argue with or dispute a decision of an official. If a player disagrees with a decision, they should deal with their dispute in accordance with the relevant By-Laws, Policies and Determinations;
- Make no detrimental statements in public (radio, television, print or electronic media) in respect to the performance of any match Officials, Umpires, Players or any policy decisions of the Club, or the SCHA
- control their emotions, and not engage in verbal abuse of officials, sledging players and/or coaches or behavior that deliberately distracts or provokes an opponent;
- comply with the SCHA Member Protection Policy;
- never engage in any type of violence either on or off the field;
- contribute to a safe sporting environment and respectful culture which is accepting of individual differences, and behave accordingly;
- co-operate with their Club officials, coaches and team-mates;
- participate for their own enjoyment and benefit and for the enjoyment and benefit of their teammates, coaches and Club officials;
- respect the rights, dignity and worth of all participants regardless of gender, ability, sexual orientation, cultural background or religion;
- not behave in any way so as to bring the Player, the SCHA or the Club into disrepute;
- not engage in conduct that is (in SCHA reasonable opinion), unethical, unbecoming or likely to cause harm to the reputation of the Player, the SCHA, or the Club.
- not take part in any form of bullying including via the use of social media;
- use appropriately the facilities and equipment made available for administration, coaching, training, matches and events, including facilities provided by the opposing teams;
- comply with and observe in the Anti-Doping and any relevant Illicit Drug and Alcohol policies; and
- the taking of alcohol onto a licensed premises is prohibited
- be responsible for their actions.

Player Code of Conduct:

- Do not engage in any practice that affects sporting performance (alcohol, tobacco, vape or drug use).

Officials, Coaches and Umpires Code of Conduct:

- Wear only the approved SCHA uniform - Pink, Green or Orange shirts, team umpires to wear Orange vests.
- Abstain from the use of tobacco, vapes, illicit drugs and the consumption of alcohol during your appointment (game) time or while wearing an approved uniform.
- Keep up to date with the latest rules

Parents/Guardian/Caregiver and Spectators Code of Conduct:

- Remember that you are there for the participants to enjoy the game. Encourage participation, but don't force it.
 - Teach that enjoyment is more important than winning.
 - Never ridicule mistakes or losses. Supporters/spectators are there to support, not downgrade.
 - Lead by example and respect all players, coaches, umpires, officials and spectators. Physical or verbal abuse will not be tolerated.
 - Recognise all volunteers who give up their valuable time.
 - Never publicly criticise umpires, rather raise personal concerns with Club Officials in private.
 - Do not use remarks based on race, religion, gender, or ability. It is your coach, the players, Club, and family that are let down with such remarks
 - Respect the facilities and equipment of your own and opposing Clubs.
 - Do not engage in physical and/or verbal abuse or conduct toward any player, official, administrator, umpire, or supporter/spectator. Such actions are totally unacceptable.
 - Condemn the use of violence in any form, whether it is by spectators, coaches, officials, or players.
 - Abusive language is unacceptable.
 - No Alcohol or Glass on any Playing surface for the safety of players and participants.
-

Consequences of a Code Breach:

Depending on severity of the offence, breaches of this Code could include any of the following:

1. Offences witnessed or heard by an umpire will be dealt with by the umpire immediately.
 2. Warning issued verbally.
 3. Exclusion from future games.
 4. Warning reported to South Coast Hockey Association tribunal.
 5. Hockey players required to attend tribunal hearing.
 6. Requested removal from hockey field and/or sporting complex.
 7. Expulsion from South Coast Hockey Association.
 8. Immediate referral to relevant law enforcement authority.
-

PART C: SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS

Background

Child protection is about keeping children safe from harm/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, Queensland, Western Australia, Victoria and South Australia 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. This is done 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 Northern Territory government has passed new law and screening will be compulsory from January 2010. The Australian Capital Territory and Tasmania are currently reviewing their screening laws. New requirements and amendments will be added to this Policy as they are introduced.

Please be aware that state and territory WWCC requirements may also apply to individuals who visit states with screening laws. For example, if a state association or club takes players U18 into New South Wales for training camps, competition or other activities, those travelling with the teams must comply with NSW Law.

The state WWCC requirements apply regardless of our Member Protection Policy.

The following attachments provide:

- summary information on South Australia WWCC requirements and where to obtain more information and relevant forms.

Attachment C1: MEMBER PROTECTION DECLARATION

The South Coast Hockey Association has a duty of care to all those associated with the sport at the Association level and to the individuals and clubs to whom our Member Protection Policy applies. As a requirement of our Member Protection Policy, the South Coast Hockey Association must enquire into the background of those who undertake any work, coaching or regular unsupervised contact with people under the age of 18 years.

I,(name) of
.....(address) D.O.B/...../.....

Sincerely declare:

1. I do not have any criminal charge pending before the Courts.
2. I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence
3. I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, other forms of harassment or acts of violence
4. I am not currently serving a sanction for an anti-doping rule violation under an ASADA approved anti-doping policy applicable to me.
5. I will not participate in, facilitate or encourage any practice prohibited by the World Anti-Doping Agency Code or any other ASADA approved anti-doping policy applicable to me.
6. To my knowledge there is no other matter that the South Coast Hockey Association may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
7. I will notify the South Coast Hockey Association President or South Coast Hockey Association Secretary immediately upon becoming aware that any of the matters set out in Clauses 1 to 6 above has changed.

Signature:

Date:/...../.....

Attachment C2: WORKING WITH CHILDREN CHILD PROTECTION REQUIREMENTS

The following information was updated in November 2010. It is subject to change at any time.

SOUTH AUSTRALIA

There are provisions under the Children's Protection (Miscellaneous) Amendment Act 2005 that apply to non-government and volunteer organisations that are entrusted with the care of children or who regularly come into contact with children. These provisions require organisations to have strategies in place to prevent and minimise opportunities for abuse and to appropriately respond when abuse occurs or is suspected, and to implement guidelines and processes that clearly outline effective and timely responses to child protection issues and steps of action.

Be aware that criminal history reports are to be introduced and mandatory for some positions in sporting organisations from 2010/2011.

Staff and volunteers who work with children are mandated notifiers and have a legal obligation to report any suspected child abuse and/or neglect.

For more information:

- www.families.sa.gov.au/childsafes phone 08 8226 7000
or
- http://www.sapolice.sa.gov.au/sapol/safety_security/child_protection.jsp

PART D: COMPLAINT HANDLING PROCEDURES

Attachment D1: COMPLAINTS PROCEDURE

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 South Coast Hockey Association may have difficulty assisting you to resolve your complaint. Procedural fairness (natural justice) means that the South Coast Hockey Association 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

Talk with one of our Member Protection Information Officers (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.

A list of our Association's MPIOs is available from the website or Association secretary

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;
- act as a support person if you so wish;
- 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;
- and 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 a MPIO);
- or to seek a mediated resolution with the help of a third person (such as a mediator);
- 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:

- make a formal complaint in writing to the 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 you have provided, the 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 appoint a person to **investigate** (gather more information on) the complaint;
- to refer the complaint to mediation;
- to refer the complaint to a 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 is completed.

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

- 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 behavior 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 disciplinary action in accordance with this Policy.

Step 5: Investigation of the complaint

- A person appointed under Step 3 will conduct an investigation and provide a written report to the South Coast Hockey Association executive who will determine what further action to take;
- If the complaint is referred to mediation, it will be conducted in accordance with Attachment D2 or as otherwise agreed by you and the respondent and the mediation provider;
- If the complaint is referred to a hearings tribunal, the hearing will be conducted in accordance with Attachment D5;
- If the complaint is referred to the police or other appropriate authority, the South Coast Hockey Association 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 Attachment D5.

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 South Australian 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.

Attachment D2: MEDIATION

Mediation is a process during which people in conflict are helped to communicate with each other to identify the areas of dispute and to make decisions about resolving it. This attachment outlines the general procedure of mediation that will be followed by South Coast Hockey Association.

1. If mediation is chosen, the MPIO will, under the direction of the South Coast Hockey Association and in consultation with the complainant and the respondent(s), arrange for a mediator.
 2. The mediator's role is to assist the complainant and respondent(s) reach an agreement on how to resolve the problem. The mediator, in consultation with the complainant and respondent(s), will choose the procedures to be followed during the mediation. At a minimum, an agenda of issues for discussion will be prepared by the mediator.
 3. The mediation will be conducted confidentially and without prejudice to the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
 4. At the end of a successful mediation the mediator will prepare a document that sets out the agreement reached which will be signed by them as their agreement.
 5. If the complaint is not resolved by mediation, the complainant may:
 - a. Write to The MPIO to request that the MPIO reconsider the complaint in accordance with **Step 3**; or
 - b. Approach an external agency such as an anti-discrimination commission.
 6. Mediation will **not** be recommended if:
 - a. The respondent has a completely different version of the events and will not deviate from these;
 - b. The complainant or respondent are unwilling to attempt mediation;
 - c. 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
 - d. The matter involves proven serious allegations, regardless of the wishes of the Complainant.
-

Attachment D3: INVESTIGATION PROCESS

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

1. We will provide a written brief to the MPIO clarifying terms of engagement and roles and responsibilities. The MPIO will:
 - 1.1 Interview the complainant and record the interview in writing.
 - 1.2 Convey full details of the complaint to the respondent (s) so that they can respond.
 - 1.3 Interview the respondent to allow them to answer the complaint, and record the interview in writing.
 - 1.4 Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts.
 - 1.5 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.
 - 1.6 Provide a report to the South Coast Hockey Association executive including: the complaint, investigation process, evidence, finding and, if requested, recommendations.
2. 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.
3. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person/adviser.
4. The complainant and the respondent(s) may have the right to appeal against any decision based on the investigation. Information on our appeals process is in Attachment D5.

Attachment D4: PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

An allegation of child abuse is a very serious matter and must be handled with a high degree of sensitivity. It is not the responsibility of anyone working in the South Coast Hockey Association to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate authorities. The following outlines the key steps to follow. More information can be obtained from State or Territory government agencies.

Step 1 – Initial Receipt of an Allegation

If a child or young person discloses an allegation involving harm or abuse to them or another child, then it is crucial that you:

- Stay calm;
- Listen, be supportive and do not dispute what the child says;
- Reassure the child that what has occurred is not the fault of the child;
- Be honest with the child and explain that other people may need to be told in order to stop what is happening;
- Ensure you are clear about what the child has said but do not elicit detailed information, ask leading questions or offer an opinion;
- Act promptly to accurately record the discussion in writing;
- Do not discuss the details with any person other than those detailed in these procedures; and
- Do not contact the alleged offender.

Step 2 – Report allegations

- Immediately report any allegation or disclosure of child abuse or situation involving a child at risk of harm, to the police and/or government child protection agency. You may need to report to both.
- Contact the relevant child protection agency or police for advice if there is any doubt about whether the complaint should be reported (for example, the allegation may relate to poor/inappropriate practice).
- If the child's parent/s is suspected of committing the abuse, you should report the allegation to the relevant government agency.
- If the allegation involves anyone to whom our Policy applies, then also report the allegation to the CEO of the South Coast Hockey Association so that they can manage the situation (e.g. contact the parents following advice from the authorities, deal with any media enquiries and manage steps 3 and 4).

Step 3 – Protect the child and manage the situation

- The Executive will assess the risks and take interim action to ensure the child's/children's safety. Action the South Coast Hockey Association may implement includes redeployment of the alleged offender to a non-child related position, supervision of the alleged offender or removal/suspension from their duties until the allegations are finally determined.
- The Executive will consider the kind of support that the child/ren and parents may need (e.g. counselling, help-lines, support groups).
- The Executive will address the support needs of the alleged offender. The Executive will also put in place measures to protect the child and the person against whom the complaint is made from victimisation and gossip. If the person is stood down, it should be made clear to any persons aware of the incident that this does not mean the respondent is guilty and a proper investigation will be undertaken.

Step 4 – Internal action

- Where there is an allegation made against a person to whom this Policy applies, there may be three types of investigations:
 - Criminal (conducted by police)
 - Child protection (conducted by child protection authority)
 - Disciplinary or misconduct (conducted by South Coast Hockey Association)

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- Irrespective of the findings of the child protection and/or police inquiries, the South Coast Hockey Association will assess the allegation to decide whether the person should be reinstated, banned, have their employment or position terminated or any other action.
- The decision-maker(s) will be the tribunal of the South Coast Hockey Association and it will consider all the information, including the findings of the police, government agency and/or court, and determine a finding, recommend action and explain its rationale for the action. This may be a difficult decision particularly where there is insufficient evidence to uphold any action by the police.
- If disciplinary action is to be taken, the procedures outlined in Clause 9 of the Policy will be followed.
- If disciplinary action is taken, the South Coast Hockey Association will advise and provide a report to the relevant government authority should this be required (e.g. the NSW Commission for Children and Young People requires notification of relevant employment proceedings).

Attachment D5: HEARINGS & APPEALS TRIBUNAL PROCEDURE

The following will be followed by hearings tribunals established by the South Coast Hockey Association to hear member protection Policy related complaints only. All other tribunals will be run as per the South Coast Hockey Association constitution.

Preparation for Tribunal Hearing

1. A Tribunal Panel will be constituted following the rules outlined in South Coast Hockey Association Constitution, to hear a complaint that has been referred to it by the MPIO
2. The Tribunal members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the MPIO relating to the complaint/allegations.
3. The Tribunal will be scheduled as soon as practicable, but must allow adequate time for the person being complained about (respondent(s)) to prepare their case for the hearing.
4. The Tribunal will not include any person who has any actual or perceived conflict of interest, or bias regarding the matter.
5. The Secretary will inform the respondent(s) in writing that a tribunal hearing will take place. The notice will outline:
 - That the person has a right to appear at the tribunal hearing to defend the complaint/allegation;
 - Details of the complaint, and details of all allegations and the clause of any Policy or rule allegedly breached;
 - The date, time and venue of the tribunal hearing;
 - That they can make either verbal or written submissions to the Tribunal;
 - That they may arrange for witnesses to attend the Tribunal in support of their position (statutory declarations of witnesses not available or from character witnesses may also be provided to the Tribunal);
 - An outline of any possible penalties that may be imposed if the complaint is found to be true; and
 - That legal representation will not be allowed. A copy of any information / documents that have been given to the Tribunal (e.g. investigation report findings) will also be provided to the respondent.

The respondent(s) will be allowed to participate in all South Coast Hockey Association activities and events, pending the decision of the Tribunal, including any available appeal process, unless the South Coast Hockey Association Executive Committee believes it is necessary to exclude the respondent(s) from all or some South Coast Hockey Association activities and events, after considering the nature of the complaint.

6. The secretary will notify the complainant in writing that a tribunal hearing will take place. The notice will outline:
 - That the person has a right to appear at the tribunal hearing to support their complaint;
 - Details of the complaint, including any relevant rules or regulations the respondent is accused of breaching
 - The date, time and venue of the tribunal hearing;
 - That they can make either verbal or written submissions to the Tribunal;
 - That they may arrange for witnesses to attend the Tribunal in support of their position (or provide statutory declarations from witnesses unable to attend); and
 - That legal representation will not be allowed. If complainant is a minor, they should have a parent or guardian present.

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

7. If the complainant believes the details of the complaint are incorrect or insufficient they should inform the secretary as soon as possible so that the respondent and the Tribunal Panel members can be properly informed of the complaint.
8. It is preferable that the Tribunal include at least one person with knowledge or experience of the relevant laws/rules (e.g. Discrimination).

Tribunal Hearing Procedure

1. The following people will be allowed to attend the Tribunal Hearing:
 - The Tribunal members;
 - The respondent(s);
 - The complainant;
 - Any witnesses called by the respondent;
 - Any witnesses called by the complainant;
 - Any parent / guardian or support person required to support the respondent or the complainant.
2. If the respondent(s) is not present at the set hearing time and the Tribunal Chairperson considers that no valid reason has been presented for their absence, the Tribunal Hearing will continue subject to the Tribunal Chairperson being satisfied that all Tribunal notification requirements have been met.
3. If the Tribunal Chairperson considers that a valid reason for the non-attendance of the respondent(s) has been presented, or the Tribunal Chairperson does not believe the Tribunal notification requirements have been met, then the Tribunal will be rescheduled to a later date.
4. The Tribunal Chairperson will inform the secretary of the need to reschedule, and the secretary will organise for the Tribunal to be reconvened.
5. The Tribunal Chairperson will read out the complaint, ask the respondent(s) if they understand the complaint and if they agree or disagree with the complaint.
6. If the respondent agrees with the complaint, he or she will be asked to provide any evidence or witnesses that should be considered by the Tribunal Panel when determining any disciplinary measures (penalty).
7. If the respondent disagrees with the complaint, the complainant will be asked to describe the circumstances that lead to the complaint being made.
 - Reference may be made to brief notes.
 - The complainant may call witnesses.
 - The respondent(s) may question the complainant and witnesses.
8. The respondent(s) will then be asked to respond to the complaint.
 - Reference may be made to brief notes.
 - The respondent may call witnesses.
 - The complainant may ask questions of the respondent and witnesses.
 -
9. Both the complainant and respondent may be present when evidence is presented to the Tribunal. Witnesses may be asked to wait outside the hearing until required.
10. The Tribunal may:
 - consider any evidence, and in any form, that it deems relevant.
 - question any person giving evidence.
 - limit the number of witnesses presented to those who provide any new evidence.
 - Require the attendance of any witness it deems relevant;
 - Act in an inquisitorial manner in order to establish the truth of the issue/case before it.
11. Video evidence, if available, may be presented. The arrangements must be made entirely by the person/s wishing to offer this type of evidence.
12. If the Tribunal considers that at any time during the Tribunal Hearing that there is any unreasonable or intimidatory behaviour from anyone the Chairperson may stop further involvement of the person in the hearing.
13. After all of the evidence has been presented the Tribunal will make its decision in private. The Tribunal must decide whether the complaint has been substantiated on the balance of probabilities (i.e. more probable than not). As the seriousness of the allegation increases, so too must the level of satisfaction of the Tribunal that the complaint has been substantiated. The respondent will be given an opportunity to address the Tribunal on disciplinary measures which might be imposed. Disciplinary measures imposed must be reasonable in the circumstances.
14. All Tribunal decisions will be by majority vote.

15. The Tribunal Chairperson will announce the decision in the presence of all those involved in the hearing and will declare the hearing closed, or may advise those present that the decision is reserved and will be handed down in written form.
16. Within 48 hours, the Tribunal Chairperson will:
 - Forward to the secretary a copy of the Tribunal decision including any disciplinary measures imposed.
 - Forward a letter to the respondent(s) reconfirming the Tribunal decision and any disciplinary measures imposed. The letter should also outline, if allowed, the process and grounds for an appeal. Where the matter is of unusual complexity or importance, the Tribunal Chairperson may inform the parties in writing within 48 hours that the decision will be delayed for a further 48 hours.
17. The Tribunal does not need to provide written reasons for its decision.

Appeals Procedure

1. A complainant or a respondent(s) who is not satisfied with the decision of a Complaints Manager, the outcome of mediation or a Tribunal decision can lodge one appeal to the South Coast Hockey Association on one or more of the following bases:
 - 1.1 That a denial of natural justice has occurred; or
 - 1.2 That the disciplinary measure(s) imposed is unjust and/or unreasonable.
 - 1.3 That the decision was not supported by the information/evidence provided to the Complaints Manager/Mediator/Tribunal;
2. A person wanting to appeal in accordance with clause 25 must lodge a letter setting out the basis for their appeal with the president or secretary within 3 days of the relevant decision. An appeal fee of \$50 shall be included with the letter of intention to appeal.
3. If the letter of appeal is not received by the president or secretary within the time period the right of appeal lapses.
4. The letter of appeal and copy of tribunal decision report will be reviewed and decided whether there are sufficient grounds for the appeal to proceed.
5. If the appellant has not shown sufficient grounds for appeal in accordance with clause 25, then the appeal will be rejected. The appellant will be notified with reasons. The appeal fee will be forfeited.
6. If the appeal is accepted an Appeal Tribunal with a new panel will be convened to rehear the complaint, and the appeal fee will be refunded.
7. The Tribunal Procedure shall be followed for the appeal.
8. The decision of an Appeal Tribunal will be final.

PART E: REPORTING DOCUMENTS

Attachment E1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

Name of person receiving complaint			Date: / /
Complainant's Name	☐ Over 18 ☐ Under 18		
Role/status	☐ Administrator (volunteer) ☐ Athlete/player ☐ Coach/Assistant Coach ☐ Employee (paid) ☐ Official ☐ Parent ☐ Spectator ☐ Support Personnel ☐ Other 		
Location/event of alleged issue			
Facts as stated by complainant			
Nature of complaint (category/basis/grounds) Can tick more than one box	☐ Harassment or ☐ Sexual/sexist ☐ Sexuality ☐ Race ☐ Religion ☐ Pregnancy ☐ Other ☐ Discrimination ☐ Selection dispute ☐ Personality clash ☐ Bullying ☐ Disability ☐ Child Abuse ☐ Coaching methods ☐ Verbal abuse ☐ Physical abuse ☐ Victimisation ☐ Unfair decision		
What they want to happen to fix issue			
What information provided			

What they are going to do now	
-------------------------------	--

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

The President
South Coast Hockey Association
PO Box 1160
Aldinga Beach SA 5173

Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name	☐ Over 18 ☐ Under 18		Date Formal Complaint Received: / /																					
Complainant's contact details	Phone: Email:																							
Complainant's Role/status	☐ Administrator (volunteer) ☐ Athlete/player ☐ Coach/Assistant Coach ☐ Employee (paid) ☐ Official ☐ Parent ☐ Spectator ☐ Support Personnel ☐ Other 																							
Name of person complained about (respondent)	☐ Over 18 ☐ Under 18																							
Respondent's Role/status	☐ Administrator (volunteer) ☐ Athlete/player ☐ Coach/Assistant Coach ☐ Employee (paid) ☐ Official ☐ Parent ☐ Spectator ☐ Support Personnel ☐ Other 																							
Location/event of alleged issue																								
Description of alleged issue																								
Nature of complaint (category/basis/grounds) Can tick more than one box	<table border="0" style="width: 100%;"> <tr> <td>☐ Harassment or</td> <td>☐ Discrimination</td> <td></td> </tr> <tr> <td>☐ Sexual/sexist</td> <td>☐ Selection dispute</td> <td>☐ Coaching methods</td> </tr> <tr> <td>☐ Sexuality</td> <td>☐ Personality clash</td> <td>☐ Verbal abuse</td> </tr> <tr> <td>☐ Race</td> <td>☐ Bullying</td> <td>☐ Physical abuse</td> </tr> <tr> <td>☐ Religion</td> <td>☐ Disability</td> <td>☐ Victimisation</td> </tr> <tr> <td>☐ Pregnancy</td> <td>☐ Child Abuse</td> <td>☐ Unfair decision</td> </tr> <tr> <td>☐ Other</td> <td></td> <td></td> </tr> </table>			☐ Harassment or	☐ Discrimination		☐ Sexual/sexist	☐ Selection dispute	☐ Coaching methods	☐ Sexuality	☐ Personality clash	☐ Verbal abuse	☐ Race	☐ Bullying	☐ Physical abuse	☐ Religion	☐ Disability	☐ Victimisation	☐ Pregnancy	☐ Child Abuse	☐ Unfair decision	☐ Other		
☐ Harassment or	☐ Discrimination																							
☐ Sexual/sexist	☐ Selection dispute	☐ Coaching methods																						
☐ Sexuality	☐ Personality clash	☐ Verbal abuse																						
☐ Race	☐ Bullying	☐ Physical abuse																						
☐ Religion	☐ Disability	☐ Victimisation																						
☐ Pregnancy	☐ Child Abuse	☐ Unfair decision																						
☐ Other																								

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Methods (if any) of attempted informal resolution	
Formal resolution procedures followed (outline)	
If investigated: Finding -	
If went to hearing tribunal: Decision - Action recommended -	
If mediated: Date of mediation - Were both parties present - Terms of Agreement - Any other action taken -	
If went to appeals tribunal: Decision Action recommended	
Resolution	☐ Less than 3 months to resolve ☐ Between 3 – 8 months to resolve ☐ More than 8 months to resolve
Completed by	Name: Position: Signature: / /
Signed by:	Complainant: Respondent:

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

Attachment E3: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in attachment C4 have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)	Date Formal Complaint Received: / /	
Role/status in sport		
Child's name	Age:	
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in sport	☐ Administrator (volunteer) ☐ Parent ☐ Athlete/player ☐ Spectator ☐ Coach/Assistant Coach ☐ Support ☐ Personnel Employee (paid) ☐ Other ☐ Official	
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	

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Government agency contacted	Who: When: Advice provided:
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.