

ICE SKATING AUSTRALIA INC



MEMBER

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ICE SKATING AUSTRALIA INC



MEMBER

PROTECTION POLICY VERSION 8

SCHEDULE A ***CORE POLICY***

SCHEDULE A ~ CORE POLICY

REVIEW HISTORY OF ISA INC. MEMBER PROTECTION POLICY

Version	Date reviewed	Date endorsed	Content reviewed/purpose
1	April 2005	June 2005	Original
2	April 2006	April 2006	Update and Review
3	April 2007	April 2007	Update based on new ASC Template
4	April 2008 April 2009	April 2008	Updated to Incorporate State Law Changes
5	September 2009	September 2009	Updated Part A to include: 6.2 Images of children 6.3 Reference to cyber bullying. Generally clarified wording and moved Codes of behaviour.
6	June 2012	June 2012	Updated Part 6 to include 6.7 Alcohol Policy, 6.8 Smoking Policy, 6.9 Cyber bullying/safety, 6.10 Social Networking Websites Policy Updated Parts C3, C4, C6, C7 to Incorporate State Working with Children Check changes
7	September 2012	September 2012	Update and Review
8	June 2016	June 2016	Update Child Protection details by state/territory General updates in relation to Child Protection and reporting Child Abuse, anticipating Child Safe Standards 2017. Review purposes and policies in relation to ASC and APSA Update of Statements Update/review of statements and policies Review of President's Message Roles and Responsibilities; Codes of Behaviour Schedule E – additional reporting records

It is recommended that this document is reviewed annually

Message from the President, Ice Skating Australia

Ice Skating Australia is committed to the health, safety and general wellbeing of all its members and participants, and regards violence, unlawful discrimination, sexual harassment, bullying and abuse in any form as intolerable.

ISA believes that all people have the right to participate in an environment which is safe and inclusive. The organisation is dedicated to providing a safe and prosperous environment for members and providers participating in all Ice Skating Australia activities.

Any reports of inappropriate behaviour will be treated seriously, sympathetically and confidentially by the ISA, its Affiliated State and Territory bodies and their affiliated clubs, and if necessary will be investigated thoroughly.

As Australians, we greatly value the importance of sport in our culture and our community, and we all have the right to enjoy our sport, at whichever level we participate.

As a winter sport, we are proud to lead the way in ensuring Safe and Harassment Free Sport for all of our competitors, coaches, officials, administrators, volunteers and supporters.

This policy aims to promote ethical and informed decision-making and responsible behaviours within Australian figure skating. The policy seeks to achieve this objective by setting out the standards of behaviour that the ISA requires of all individuals associated with Australian figure skating and has been endorsed by the ISA Executive and Board.

The ISA therefore seeks through this policy, to formally record its commitment to upholding the right of its stakeholders to be treated with respect, dignity and to be safe and protected from abuse.

I commend this Member Protection Policy to you and encourage all involved to ensure that ice skating in all its disciplines is a sport that is enjoyed by all.

Peter Lynch
President, Ice Skating Australia

June 2016

ICE SKATING AUSTRALIA MEMBER PROTECTION POLICY ~ Preamble

ISA Vision

To provide everyone involved in figure skating - skaters, coaches, officials and volunteers - with the opportunity to reach their full potential.

ISA Purpose

- To work collaboratively with the OWI, with our Coaches and with our State Associations and Clubs to ensure that we develop our athletes to their highest level, regardless of age, ability or cultural background.
- The purpose of this policy is to describe the principles that the Ice Skating Australia (ISA) endorses in the general area known as 'member protection'.
- ISA wishes to protect the health, safety, and well-being of all ISA Employees, Officers, Members, National Squad and Team athletes/coaches and support staff, work groups (including Board/Committee/Sub-committee members), and seeks to provide a safe environment for all members participating in ISA sanctioned programs, competitions and activities.
- ISA will not tolerate harassment, discrimination or abuse of those, and by those, involved in their activities for and behalf of ISA and its members.
- ISA is committed to strong ethical values and requires all people involved in or on behalf of ISA to comply with principles of responsible and professional behaviour.
- ISA believes that everyone involved in figure skating activities has a right to be treated fairly and with dignity and respect.
- ISA seeks to recruit and retain those people who commit to the above-mentioned principles and reject those people who do not uphold the same principles.

ISA Values

- To be an athlete-focused organisation
- To work in partnership with the state associations and OWI to provide our elite athletes with appropriate support to achieve good international results
- To work in partnership with our skaters and coaches to provide appropriate support to our emerging athletes as they develop along the Figure Skating pathway
- To provide National Leadership in Key Areas to our State Associations and Clubs to ensure sound management and strong sport development across the country
- To provide everyone involved in the sport with opportunities to participate in a fair, non-discriminatory, and enjoyable environment
- To be open and transparent

This Ice Skating Australia Inc. Member Protection Policy aims to maintain ethical and informed decision-making and responsible behaviours 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 both the national and state level of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required.

The policy schedules outline the procedures that support our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport.

To encourage and support the adoption of proper and ethical practices in Australian sport environments, the Australian Sports Commission (ASC) has introduced mandatory requirements to address these issues. ISA endorses these obligations under a general policy area termed 'Member Protection'.

Through the introduction of formalised Member Protection practices, ISA will maintain a positive focus and be recognised as offering member services per the principles of 'industry best practice' at all times.

This policy has been endorsed by the ISA Board of Management and has been incorporated into our By-Laws as the Ice Skating Australia Member Protection Policy.

The ISA Board may amend this policy and/or its schedules from time to time.

www.isa.org.au

1. Policy Application

This policy applies to all ISA Members, their affiliated clubs and their members and overrides their policy where their policy is silent or seeks to exclude a part or parts of this policy.

This policy also applies to the following people, whether they are paid or voluntary:

- Persons appointed or elected to Ice Skating Australia Boards, Council, committees and/or sub-committees
 - Employees of Ice Skating Australia
 - Members of the Ice Skating Australia Executive
 - Support personnel appointed, elected to or hired by Ice Skating Australia or its teams and squads (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers)
 - National representative athletes and their coaches
 - Judges, and other officials involved in the regulation of the sport
 - Members and Member's members, including life members of Ice Skating Australia
 - Athletes, coaches, officials and other personnel participating in events and activities, including camps and training sessions, held or sanctioned by ISA
 - All members of the Australian Professional Skaters Association
 - Any other person including spectators, parents/guardians and sponsors
 - Photographers and Videographers operating at any event held under ISA auspices
 - The Media operating at any event held under ISA auspices
- This policy will continue to apply to a person, even after they have **ceased** their association or employment with ISA, if disciplinary action against that person has commenced.

2. Association Responsibilities

Ice Skating Australia, its Member associations and affiliated clubs must:

1. Adopt, implement and comply with this policy;
2. Make such amendments to their Constitution, Rules or Policies necessary for this policy to be enforceable;
3. Publish, distribute and promote this policy and the consequences of breaches;
4. Promote and model appropriate standards of behaviour at all times;
5. Promptly deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner;
6. Apply this policy consistently;
7. Recognise and enforce any penalty imposed under this policy;
8. Ensure that a copy of this policy is available or accessible to the persons and associations to whom this policy applies;
9. Use appropriately trained people to receive and manage complaints and allegations [e.g. Member Protection Information Officers (MPIOs)];
10. Monitor and review this policy at least annually.

3. Individual Responsibilities

Individuals bound by this policy are responsible for:

1. Making themselves aware of the policy and complying with its standards of behaviour;
2. Complying with any screening requirements or Working with Children Checks or the relevant state/territory equivalent;
3. Placing the safety and welfare of children above other considerations;
4. Being accountable for their behaviour;
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 behaviour; and
6. Complying with any decisions and/or disciplinary measures imposed under this policy.

a) Child Protection

ISA wishes to convey a message to all people responsible for the administration or conduct of ISA programs and activities, particularly those involving members less than 18 years of age, to make every attempt to care for the welfare of others involved in the sport.

The aim of this care is 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, National Police Check or its equivalent as outlined in Schedule C 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 behaviour, 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;
- Publish, distribute and otherwise promote this policy and the consequences for breaching it.
- Ensure that a copy of this policy is available or accessible to the persons to whom this policy applies
- Adopting practices that reduce risks and provide the greatest opportunity of having a child safe environment.
- Promote appropriate standards of conduct at all times.
- Monitor and review this policy at least annually.

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 an ISA MPIO. Descriptions of the sorts of activity which may be abuse are in the Dictionary. 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. Our procedures for handling allegations of child abuse are outlined in Schedule D4.

b) Taking Images of Children

Images of children can be used inappropriately or illegally. ISA requires that individuals and associations, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own. All members must seek video or photographic permission from the relevant Organising Committee at any Australian competition in order to capture images, still or moving, and must acquire specific permission to capture images of an athlete for whom they are not a parent or guardian.

ISA affirms that images will not be used on the ISA website or related social media, that are not freely available via authorized national or international sources, where the child has not competed nationally or internationally, and will if requested, advise the parent/guardian of the manner in which the image will be used.

ISA also requires the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

When ISA uses an image of a child, personal information such as residential address, email address or telephone numbers will not be published.

ISA will not display personal information about hobbies, likes/dislikes, school, etc. as this information can be used as grooming tools by pedophiles or other persons.

ISA will only use appropriate images of a child, relevant to the sport of figure skating, and will ensure that the child is suitably clothed in a manner that promotes the sport, and displays its successes.

We require our Members and their association members and clubs to do likewise.

c) Anti-Discrimination and Harassment Policy

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

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

ISA prohibits all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably 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 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. Some forms of harassment, discrimination and bullying, based on personal characteristics such as those listed in the Dictionary are against the law.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to our complaints procedure outlined in Schedule D1 of this policy. This will explain what to do about the behaviour and how the ISA will deal with the problem.

c) Sexual Relationships

The law is always the minimum standard for behavior within ISA, therefore sex in any form with a child is a criminal offence.

It is ISA's position that sexual relationships between coaches, officials and the adult athletes that they coach or control be avoided.

ISA takes the view that such relationships while not necessarily constituting unlawful harassment can have harmful effects on the individual athlete involved, on other athletes and coaches and on the sport's public image.

Such relationships can tend to be intentionally or unintentionally exploitative because there is usually a disparity between the coach and the athlete in terms of authority, power, maturity, status and dependence.

ISA's policy position is similar to other organizations who disallow professionals such as teachers, doctors and counselors to have sexual relationships with their clients or students.

Should a sexual relationship develop between an athlete and coach, ISA will consider whether any action is necessary. Factors that may be relevant in this consideration are the age and maturity of the athlete relative to the coach, the financial or emotional dependence of the athlete on the coach, and the likelihood of the relationship having any adverse impact on the athlete and/or other athletes.

If it is determined that the sexual relationship is inappropriate, action may be taken to stop the coaching relationship with the athlete. Action may include transfer, a request for resignation or dismissal from coaching duties.

In the event that an athlete, particularly a junior one, attempts to initiate an intimate sexual relationship, the coach or official must take personal responsibility for discouraging such approaches, explaining the ethical basis for such action. The coach or official may wish to approach the ISA MPIO or complaints officer if they feel harassed. Our complaints procedure is outlined in Schedule D of this policy.

d) 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 ISA 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. We will only require pregnant women to sign a disclaimer if we require other participants to sign one in similar circumstances. We will never require women to undertake a pregnancy test.

e) 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.

ISA recognizes 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 ISA will facilitate transgender persons participating in our sport with the gender with which they identify.

ISA also recognizes 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, ISA will seek advice on the application of those laws in the particular circumstances.

ISA 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 ISA.

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.

f) Alcohol Policy

ISA supports the responsible consumption of alcohol and takes seriously any inappropriate behaviour that results from excessive drinking.

We will not endorse or support events, celebrations or end of season trips that involve excessive consumption of alcohol.

Alcohol at events will be served in compliance with the requirements of each state's liquor licensing and in accordance with the safety and wellbeing of patrons. We will ensure the following is provided:

- i. A range of snacks and meals will be available when alcohol is served.
- ii. Ensure a selection of low-alcohol and alcohol-free drinks, such as fruit juice and soft drink, at the bar and at social functions. Free jugs of water will also be available.
- iii. Tea and coffee will be provided during social functions.

g) Smoke-Free Environment Policy

The following policies should be applied to sporting and social events:

- i. No smoking shall occur at or near any sporting event or competition involving persons under the age of 18. This policy shall apply to coaches, skaters, trainers, officials, volunteers, parents/guardians and spectators;
- ii. Social functions shall be smoke free, with smoking permitted at designated outdoor smoking areas where permitted under State/Territory Law;
- iii. Coaches, skaters, trainers, officials, volunteers, parents/guardians and spectators will refrain from smoking and remain smoke free while involved in an official or unofficial capacity for any of the ISA, SSO, Club or representative teams, on and off the ice.

h) Cyber Bullying/Safety

Bullying and harassment in all forms is regarded by ISA as unacceptable in this sport. 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 can easily be abused.

Others may also manipulate a person by encouraging a statement to be made on Twitter or Facebook, 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, bullying is regarded 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 the relevant controlling club, or peak sporting body.

i) Social Networking Websites Policy

ISA acknowledges the emergence of new technology and communication mediums (new media). ISA acknowledges the enormous value of social networking and wishes to enable such new media to be used to benefit the sport and its participants, to promote our sport and celebrate the achievements and success of the people involved.

We expect all people bound by this policy to conduct themselves appropriately when using social networking sites to share information related to our sport.

Social media postings, blogs, status updates and tweets:

- Must not use offensive, provocative or hateful language.
- Must not be misleading, false or injure the reputation of another person.
- Should respect and maintain the privacy of others.
- Should promote the sport in a positive way.

Issues can occur due to the immediate nature of communication to a wide audience using channels such as Facebook, Twitter, and SMS. However, participants within the sport need to be very mindful of a few key matters that could lead to inappropriate use of new media, at times unintended, and at other times without a proper understanding that once comments are made or published, they are in public for a long time, and hard to take back (retract).

Cautions ISA recommends:

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

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

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

Affiliated club means any club or association formed for the promotion of ice skating whether or not as the sole object of such club or association affiliated with ISA in accordance with ISA Constitution.

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

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

Complaint means a complaint made under Part A, Clause 7.

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 favourably 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, mental and physical impairment
- Family/carer responsibilities ~ status as parent or caregiver
- Gender identity/transgender status
- Sex or intersex status
- Homosexuality and sexual orientation
- Irrelevant medical record

- Irrelevant criminal record, spent convictions
- Political belief/activity
- Pregnancy and breastfeeding
- Race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration
- Religious belief/activity
- Social origin
- Trade union membership/activity
- Physical features
- Political beliefs or activities

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.

Further examples of discrimination are available on the Play by the Rules website:
www.playbytherules.net.au/legalstuff/

Harassment is any type of behaviour that the other person does not want and that is offensive, abusive, belittling or threatening. The behaviour 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 behaviour. 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 victimize a person who is involved in making a complaint of discrimination or harassment. Example: a player is ostracized 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.

Ice Skating Australia or ISA means, Ice Skating Australia Incorporated.

Junior means, for the purpose of this policy, a person under the age of eighteen (18) years who is participating in an activity of the ISA.

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

Member in the context of the ISA Constitution means the State Associations affiliated with ISA in accordance with ISA Constitution.

member (small "m" member) in the context of this policy means, Senior, Junior, Cadet, Honorary, Associate and Social members of "Members" affiliated with Ice Skating Australia, as specified in the ISA Constitution.

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;
- any penalties imposed must be fair and reasonable.

Police check means a national criminal history record check conducted as a pre-employment, pre-engagement or current employment background check on a person, as required by Australian State, Territory and/or Federal Law.

Policy and/or This policy means, this ISA Member Protection Policy.

Respondent means the person who is being complained about.

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

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

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

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

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

Transgender is a general term applied to individuals and behaviours 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.

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

Complaints

ISA 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 an MPIO, Complaints Manager, or ISA Executive.

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:

- state level or involves people operating at the state level, then the complaint should be reported to and handled by the relevant state association in the first instance; or
- 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.

Only matters that relate to or occur at the national level and the most serious cases from club and state level should be referred to the national body.

A complaint may be dealt with informally or formally. The complainant usually decides this unless the MPIO, Complaints Manager, or ISA Executive, 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. Our complaint procedures are outlined in D1.

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

Vexatious Complaints and Victimisation

ISA aims for our complaints procedure to have integrity and be free of unfair repercussions or victimisation. If at any point in the complaints process MPIO, Complaints Manager, or ISA Executive, considers that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, the matter may be referred to the ISA Disciplinary Committee or Tribunal for appropriate action which may include disciplinary action against the complainant.

ISA will take all necessary steps to ensure 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.

Mediation

ISA 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, Complaints Manager, or ISA Executive, will, in consultation with the complainant, arrange for a neutral third party mediator where possible. Lawyers are not able to negotiate on behalf of the complainant and/or the respondent. More information on the mediation process is outlined in D2.

Tribunals

A Tribunal may be convened to hear a formal complaint, referred to it by:

- ISA Executive or a person designated by the ISA Executive;
- Referred to it or escalated by a Member [state association][because of the serious nature of the complaint, or unable to be resolved at the state level, or the state policy directs it to be]; and/or
- for an alleged breach of this policy.

Our Tribunal procedure is outlined in Schedule D5.

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. Our appeals process is outlined in D5.

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

What is a Breach of this policy?

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

- a. Breaching the Codes of Behaviour (Schedule B to this policy);
- b. Bringing the sport and/or Ice Skating Australia and/or its members into disrepute, or acting in a manner likely to bring the sport and/or Ice Skating Australia and/or its members into disrepute;
- c. Failing to follow ISA policies (including this policy) and procedures for the protection, safety and welfare of children;
- d. Discriminating against, harassing or bullying (including cyber bullying) any person;
- e. Victimising another person for reporting a complaint;
- f. Engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over;
- g. Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- h. Disclosing to any unauthorised person or organisation any ISA information that is of a private, confidential or privileged nature;
- i. Making a complaint they knew to be untrue, vexatious, malicious or improper;
- j. Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy; or
- k. Failing to comply with a direction given to the individual or organisation during the discipline process.

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 and/or Rules of the sport.

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:

- a. A direction that the individual makes a verbal and/or written apology;
- b. A written warning;
- c. A direction that the individual attend counselling to address their behaviour;
- d. A withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by ISA;
- e. A demotion or transfer of the individual to another location, role or activity;
- f. A suspension of the individual's membership or participation or engagement in a role or activity;
- g. Termination of the individual's membership, appointment or engagement;
- h. A recommendation that the ISA request that its Member terminate the individual's membership, appointment or engagement;
- i. In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- j. A fine;
- k. Any other form of discipline that ISA considers appropriate.

Organisation

If a finding is made that ISA or its Member(s) [affiliated organisation] has breached its own or this national Member Protection Policy, one or more of the following forms of discipline may be imposed by the ISA Disciplinary Tribunal:

- a. A written warning;
- b. A fine;
- c. A direction that any rights, privileges and benefits provided to that organisation by the national body or other peak association be suspended for a specified period;
- d. A direction that any funding granted or given to it by the ISA or such other relevant bodies cease from a specified date;
- e. A direction that the ISA cease to sanction events held by or under the auspices of that organisation;
- f. A recommendation to ISA that its membership of the be suspended or terminated in accordance with the relevant constitution or rules; and/or
- g. Any other form of discipline that the national body or peak organisation considers to be reasonable and appropriate.

Factors to consider

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

- a. Nature and seriousness of the breach;
- b. If the person knew or should have known that the behaviour was a breach;
- c. Level of contrition;
- d. The effect of the proposed disciplinary measures on the person including any personal, professional or financial consequences;
- e. If there have been relevant prior warnings or disciplinary action;
- f. Ability to enforce discipline if the person is a parent or spectator (even if they are bound by the policy); and/or
- g. Any other mitigating circumstances.

ROLES AND RESPONSIBILITIES ~ Overview

This section specifies the roles and responsibilities of all members.

A Member must:*

- a) Comply with the ISA Member Protection Policy
- b) Make complaints about a breach of the policy in accordance with ISA's Disciplinary By-Laws
- c) Submit information as required and according to ISA Disciplinary By-Laws if an allegation is made against that Member
- d) Not make any frivolous or vexatious claim that another person is in breach of the ISA Member Protection Policy
- e) Conduct themselves in a proper manner so as not to bring that Member, the Federation or the sport generally into disrepute
- f) Consent to a Working with Children Check or National Police Record Check when requested by a State Association or an Affiliate if the individual member holds or applies for a role that involves direct and unsupervised contact with people under the age of 18.

(*Includes all associated interested persons who take on some form of 'duty' on behalf of ISA)

Administrators must ensure that ISA:

- a) Provides and promotes an environment free from discrimination and harassment in relation to its employment functions, its membership eligibility and any supply of goods and services
- b) Distributes, promotes and implements this policy and complaints handling procedure
- c) Encourages reporting of discrimination, harassment or child abuse, regardless of who the offender might be, and that appropriate training is provided to those who manage and implement this policy
- d) Deals with complaints in an impartial, sensitive, timely and confidential manner.

Coaches accredited by the ASC and APSA must:

- a) Be aware of child protection issues
- b) Comply with Coaches Code of Ethics and Behaviour
- c) Understand and respect that as a coach he or she has considerable power and authority over athletes and should not abuse it
- d) Avoid intimate relationships with athletes
- e) Not exclude or treat less favourably any athletes from coaching activities on the basis of an attribute or personal characteristics

ISA Officials must:

- a) Be aware of child protection issues
- b) Comply with the ISA Code of Conduct and Behaviour for Officials
- c) Understand and respect that as an ISA Official he or she has considerable power and authority over athletes and Members and should not abuse it
- d) Avoid intimate relationships with athletes
- e) Not exclude or treat less favourably any athletes from participating in ISA activities on the basis of an attribute or personal characteristics

Within ISA, there are a number of different levels of responsibilities that correlate to the structure and Functioning of ISA activities. This section summarises the roles and responsibilities of these various structures.

State Governments and the relevant state bodies* are responsible for:

- a) Providing a framework for child protection (legislation and guidelines)
- b) Undertaking employment screening, or provide information on how this is best done
- c) Assisting sport and recreation organisations with education, policy and procedures
- d) Managing the risk to avoid and/or limit possible breaches of the ISA Member Protection policy

(* The responsibilities and functioning of each State or Territory Government varies. The above stated information is indicative of these responsibilities, or future anticipated responsibilities.)

The ISA Board, Council and Administration are responsible for:

- a) Creating and promoting general awareness of Member Protection
- b) Establishing policies and procedures
- c) Providing support and training
- d) Responding to incidents
- e) Managing the risk to avoid and/or limit possible breaches of the ISA Member Protection policy
- f) Comply with the ISA Code of Conduct and Behaviour for Administrators

ISA Members and their Clubs are responsible for:

- a) Creating and promoting general awareness of Member Protection
- b) Implementing policy and procedures
- c) Managing the risk to avoid and/or limit possible breaches of the ISA Member Protection policy
- d) Liaising with peak bodies on incidents

Parents and Guardians of ISA Members are responsible for:

- a) Being aware of child protection
- b) Supporting all efforts to remove all forms of harassment and/or abuse from ISA activities
- c) Requiring child safe practices from the organisation, club or group
- d) Comply with the ISA Code of Conduct and Behaviour for Parents and Guardians

ICE SKATING AUSTRALIA INC



MEMBER

PROTECTION POLICY VERSION 8

SCHEDULE B

CODES OF BEHAVIOUR

Our society expects high standards of behavior from all people involved in sport and it is vital these expectations are met and the integrity of sport maintained.

Regardless of the nature of a person's involvement in sport, The Essence of Australian Sport provides four guiding principles that lead to appropriate behavior:

Fairness, Respect, Responsibility and Safety

The following Codes of Behavior reflect and uphold these principles and assist in retaining the integrity and enjoyable aspects of sport. It also outlines the standard of behavior expected of those involved (athletes, coaches, officials, parents, spectators, officials, administrators) and to assist in providing a positive and enjoyable sporting experience for everyone.

Code of Behavior for anyone involved in sport:

- Operate within the rules and spirit of the sport, promoting fair play over winning at any cost;
- Encourage and support opportunities for people to learn appropriate behaviors and skills;
- Support opportunities for participation in all aspects of the sport
- Treat each person as an individual
- Display control and courtesy to all involved with sport
- Respect the rights and worth of every person regardless of their gender, ability, cultural background or religion
- Respect the decisions of officials, coaches and administrators in the conduct of the sport;
- Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance will exist) with people under the age of 18 years
- Adopt appropriate and responsible behavior in all interactions;
- Adopt responsible behavior in relation to alcohol and other drugs
- Act with integrity and objectivity, and accept responsibility for your decisions and actions;
- Ensure your decisions and actions contribute to a safe environment
- Ensure your decisions and actions contribute to a harassment free environment
- Do not tolerate harmful or abusive behaviors.
- Avoid real or apparent conflicts of interest;
- Comply with all relevant Australia Law (Federal and State), particularly anti-discrimination and child protection law;
- Understand the possible consequences of breaching the ISA Member Protection Policy or Codes of Behaviour.

B1 Athletes Code of Behaviour

B2 Coaches Code of Behaviour

B3 Officials Code of Behaviour

B4 Administrators Code of Behaviour

B5 Parents Code of Behaviour

B6 Spectators Code of Behaviour

B7 Media Code of Behaviour

AVOIDING CONFLICT OF INTEREST

The purpose of this document is:

To demonstrate the high ethical standards that governs members and their members and all of their activities.

To inspire public and internal confidence in the fairness, honesty and integrity of ISA.

A Personal Ethical Commitment to ISA Inc.

All who involve themselves with the ISA in any capacity shall be deemed to agree that avoiding conflict of interest is a commitment to be observed and honored as if expressed in a written document, solemnly signed by the involved person, and containing the following provisions:

1. I agree to avoid conflict of interests when deciding whether to accept any community position relating to the activities of the ISA and state member associations. Community positions could be but may not limited to a Club, State Association or the National Sporting Organisation.
2. I agree to abstain from making or influencing decisions involving personal or family gain or public acclaim.
3. I will act with absolute independence, which includes favoritism for or prejudice against, any member, coach, skater or his/her family members.
4. I agree to strict observance of the confidentiality of non-public ISA and/or state/club member association's information or when law, or the ISA and/or member prohibit disclosure of the Association's Constitution or Regulations.
5. I agree to prompt disclosure of my personal interest in any situation that could reasonably be considered to involve a conflict of interest.
6. I agree to avoid evaluating, voting upon, or in any other way influencing, directly or indirectly, any decision respecting possible conflict of interest (direct or indirect) on my part.
7. I agree to withdraw from the room during any discussion, evaluation or vote respecting such matter. This includes, but is not limited to, the award of contracts, the purchase of goods and services, engaging consultants, accepting new memberships, and the allocation of ISA funds and/or resources.

B1 Athletes Code of Behaviour

- Give your best at all times;
- Participate for your own enjoyment and benefit; Play by the rules;
- Respect the talent, potential and development of fellow athletes and competitors
- Respect the rights, dignity and worth of fellow athletes, coaches, officials, volunteers and spectators
- Conduct yourself in a professional manner relating to language, temper and punctuality ~ be courteous, kind and always set a good example in dress and behaviour
- Abide by the rules and respect the decision of the officials.
- Make all appeals through the formal process and respect the final decision.
- Present all appeals through your coach, who may approach the official after the competition, or during an event if necessary.
- Work equally hard for yourself and/or your team. Your team's performance will benefit and so will you. Be a good sport. Applaud all good skating.
- Treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
- Show appreciation for volunteers, officials and administrators. Without them you could not participate.
- 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 your parents and coaches.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Maintain high personal behaviour at all times
- Understand the possible consequences of breaching the ISA Member Protection Policy or Codes of Behaviour.

B2 Coaches Code of Behaviour

In addition to the General Code of Behaviour, and the APA Code of Conduct, the following requirements are imposed on Coaches during any training session, any activity held or sanctioned by ISA, or as a coach appointed by ISA or one of its affiliates.

- Place the safety and welfare of the athletes above all else;
- Help each person reach their potential – respect the talent, development stage and goals of each person and compliment and encourage with positive and supportive feedback;
- Any physical contact with a person should be appropriate to the situation and necessary for the person’s skill development;
- Be honest and do not allow your qualifications to be misrepresented.
- Be dignified and controlled and teach athletes to be likewise
- Remember that people participate for pleasure, and winning is only part of the fun.
- Never ridicule or yell at an athlete for making a mistake or not coming first.
- Be reasonable in your demands on athletes’ time, energy and enthusiasm.
- Operate within the rules and spirit of the sport and teach the athletes to do the same.
- Avoid over using and favouring the talented athletes in teams and in practice, the “just average” need and deserve equal time.
- Ensure that the time spent with you is positive and self-enhancing for the athlete. All young people are deserving of equal attention and opportunities.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all athletes.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage athletes to do the same.
- Show concern and caution toward sick and injured athletes. Follow the advice of a physician when determining whether an injured athlete is ready to recommence training or competition.
- 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 athletes’ skill development.
- Show appreciation for volunteers, officials and administrators. Without them events do not take place.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- Understand the possible consequences of breaching the ISA Member Protection Policy or Codes of Behaviour.

B3 Officials Code of Behaviour

- Place the safety and welfare of the athletes above all else.
- Be consistent and impartial when making decisions.
- Address unsporting behavior and promote respect for all people.
- Modify the rules and regulations to match the skill levels and needs of young people.
Compliment and encourage all participants.
- Be consistent, objective and courteous when making decisions. Condemn unsporting behavior and promote respect for all opponents.
- Emphasise the spirit of the competition rather than the errors.
- Encourage and promote rule changes that will make participation more enjoyable. Be a good sport yourself. Actions speak louder than words.
- Keep up to date with the latest trends in officiating and the principles of growth and development of young people.
- Accept responsibility for all actions taken.
- Remember, you set an example. Your behavior and comments should be positive and supportive. Place the safety and welfare of the participants above all else.
- Give all young people a 'fair go' regardless of their gender, ability, cultural background or religion
- Show appreciation for volunteers and administrators. All contributions are valued equally.
- Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- Preserve and protect the standing and reputation of the organisation
- Understand the possible consequences of breaching the ISA Member Protection Policy or Codes of Behaviour.

B4 Administrators, Board, Committee and Councillors Code of Behaviour

- Act honestly, in good faith and in the best interests of the sport as a whole.
- Ensure that any information acquired or advantage gained from the position is not used improperly; Conduct your responsibilities with due care, competence and diligence;
- Do not allow prejudice, conflict of interest or bias affect your objectivity.
- Involve all members in planning, leadership, evaluation and decision-making related to the activity. Give all members equal opportunities to participate.
- Create pathways for people to participate in sport, not just as an athlete, but as a coach, judge, administrator, etc.
- Ensure that rules, equipment, and training schedules are modified to suit the age, ability and maturity level of young players.
- Provide quality supervision and instruction for young athletes.
- Remember that people participate for their enjoyment and benefit. Do not overemphasise awards. Help coaches and officials highlight appropriate behavior and skill development, and help improve the standards of coaching and officiating.
- Ensure that everyone involved in the sport emphasise fair play, rather than winning at all costs. Provide a code of behavior to spectators, officials, parents, coaches, athletes and the media and encourage them to follow it.
- Show appreciation for volunteers, officials and coaches. All contributions are valued equally.
- Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- Remember, you set an example. Your behavior and comments should be positive and supportive. Support implementation of the High Performance and Athlete Development Policies and associated policies and guidelines.
- 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 person regardless of their gender, ability, cultural background or religion.
- Resolve conflicts fairly and promptly through established procedures.
- Make a commitment to quality service and be a positive role model.
- Preserve and protect the standing and reputation of the organisation.
- Understand the possible consequences of breaching the ISA Member Protection Policy or Codes of Behaviour.

B5 Parents Code of Behaviour

- Encourage children to participate and have fun;
- Focus on the child's effort and performance rather than winning or losing; Never ridicule or yell at a child for making a mistake or losing a competition. Remember that children participate in sport for their enjoyment, not yours. Encourage children to participate, do not force them.
- Encourage children to participate according to the rules and to settle disagreements without resorting to hostility or violence.
- Remember that children learn best by example. Appreciate good performance and skillful moves by all participants.
- Support all efforts to remove verbal and physical abuse from sporting activities.
- Respect officials' decisions and teach children to do likewise.
- Do not physically or verbally abuse or harass anyone associated with the sport.
- Be a positive role model.
- Show appreciation for volunteers, officials and administrators. Without them your child could not participate. All contributions are valued equally.
- Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- Preserve and protect the standing and reputation of the organisation.
- Understand the possible consequences of breaching the ISA Member Protection Policy or Codes of Behaviour.

B6 Spectators Code of Behaviour

Spectators at any event held or sanctioned by ISA must meet the following requirements:

- Respect the performance and efforts of all people.
- Reject the use of violence in any form, whether it is by spectators, coaches, officials or athletes.
- Remember that young people participate in sport for their enjoyment and benefits, not yours.
- Applaud good performances and efforts from all individuals and teams. Congratulate all participants on their performance, regardless of the competition's outcome.
- Respect the decision of officials and teach young people to do the same.
- Never ridicule or scold a young athlete for making a mistake. Positive comments are motivational.
- Condemn the use of violence in any form, whether it is by spectators, coaches, officials or athletes.
- Encourage athletes to follow the rules and the officials' decisions.
- Do not use foul language, sledge or harass athletes, coaches or officials.
- Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- Show appreciation for volunteers, officials and administrators. All contributions are valued equally.
- Preserve and protect the standing and reputation of the organisation.
- Understand the possible consequences of breaching the ISA Member Protection Policy or Codes of Behaviour.

B7 Media Code of Behaviour

All who involve themselves with the ISA in any capacity shall be deemed to agree to the provisions of this Member Protection Policy and to inspire public and internal confidence in the fairness, honesty and integrity of ISA.

- Provide coverage of all skating activities, inclusive of all disciplines and levels in competitive and non-competitive events
- Be a positive influence in the shaping of attitudes towards the sport.
- Be aware of the difference between adult sport, professional sport, junior sport and modified sports programs.
- Do not highlight isolated incidents of inappropriate sporting behavior. Focus on an athlete's fair play and honest effort.
- Do not place unfair expectations on young people. Describe and report on the young people participating in organised sport with knowledge and understanding of their capabilities.
- Focus on the abilities and not the disabilities of all athletes.
- Show appreciation for volunteers, officials and administrators. All contributions are valued equally.
- Respect the rights, dignity and worth of every athlete regardless of their gender, ability, cultural background or religion.
- Abide by the photographic and videography requirements of this policy.
- Promote a climate of acknowledgement and support in all reporting.
- Identify and report on the benefits of participation in ice skating.
- Be aware of gender equity in all reporting.
- Promote the sport in all its disciplines.

ICE SKATING AUSTRALIA INC



MEMBER

PROTECTION POLICY VERSION 8

SCHEDULE C

CHILD PROTECTION

REQUIREMENTS

SCHEDULE C ~ CHILD PROTECTION 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.

As at 1 January 2017, Victorian organisations that provide services to children are required under the Child Safety and Wellbeing Act to ensure that they implement compulsory child safe standards to protect children from harm. This Member Protection Policy responds to these new standards, to come into effect on 1st January 2017. Reference: Commission for Children and Young People (CCYP) Further information can be found on the CCYP website: <http://www.ccyp.vic.gov.au/child-safe-standards/index.htm>

Working with Children Check (WWCC) and Working with Vulnerable People (WWVP) laws aim to prevent people who pose a risk from working with children as paid employees or volunteers. All states and territories 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.

Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

The state WWCC and child protection requirements apply regardless of our ISA, state or club member protection policy.

Information can also be found on the PLAY BY THE RULES website:

<http://www.playbytherules.net.au/legal-stuff/child-protection/child-protection-laws-explained/screening>

(PLEASE NOTE: Some information is currently being updated as at the review date of this policy)

The following attachments provide:

- ISA Screening Requirements
- ISA Member Protection Declaration
- Summary information on state and territory WWCC requirements and where to obtain more information and relevant forms

- C1 ISA National Child Protection Screening Requirements**
- C2 Ice Skating Australia Member Protection Declaration**
- C3 Queensland Working with Children Check Requirements**
- C4 New South Wales Working with Children Check Requirements**
- C5 Western Australia Working with Children Check Requirements**
- C6 Victoria Working with Children Check Requirements**
- C7 South Australia Screening Check Requirements**
- C8 Tasmania Working with Vulnerable People Requirements**
- C9 Australian Capital Territory Working with Vulnerable People Registration**

C1 ISA National Child Protection Screening Requirements

The screening required under this policy is carried out under the provisions of the respective State's and Territory's Legislation.

The membership of Ice Skating Australia Inc. (ISA) consists of a number of Members all of whom are State or Territory Associations affiliated with ISA, "Member(s)".

Each "Member", i.e. State or Territory Association will of necessity comply with their own, State or Territory Legislation.

This attachment sets out the screening process for people in ISA who work, coach, supervise or have regular unsupervised contact with people under the age of 18 years.

The ISA will, and also requires state associations and clubs to observe the following:

1. Identify positions that involve working, coaching, supervising or regular unsupervised contact with people under the age of 18 years.
2. Before a person is offered such a position, we will ask him or her to complete a Member Protection Declaration (MPD) (see attachment C2).
3. If a person is unable to provide a MPD, or if he or she cannot satisfactorily answer the questions in the MPD, we will ask for an explanation. We will then make an assessment about the person's suitability to work with children and young people. If we are not fully satisfied, we will not appoint him or her to the position.
4. Where possible, we will check a person's referees (verbal or written) about his or her suitability for the position.
5. We will ask each person to sign a consent form for a national police check and explain why our policy requires a check to be undertaken.
6. If a person does not agree to a national police check, we will make an assessment about his or her suitability to work with children and young people.
7. If the national police check indicates that a "relevant offence" has been recorded, we will ask the person to provide an explanation. ISA will then make an assessment about the person's suitability to work with children and young people. If ISA are not fully satisfied, we will not appoint him or her to the position.
8. If it is not practical to complete the national police check prior to the person starting in the position, we will complete the check as soon as possible. We will act immediately if the results of the check highlight any issues of concern.
9. We will protect the privacy of each person who undertakes the screening process and keep all information we obtain strictly confidential.
10. We will return all the information collected as part of the screening process (e.g. completed MPD forms, national police check and referee reports) to the relevant person if he or she is not appointed to the position. Alternatively, all records will be destroyed within 28 days of the date of the decision or the expiry of any appeal period unless, within that time, the person requests the documents to be returned to him or her. The records of all people appointed to our organisation will be kept on file in a secure location.

C2 Ice Skating Australia Member Protection Declaration

The ISA has a duty of care to its members and to the general public who interact with its employees, volunteers, members and others involved with ISA activities. As part of this duty of care and as a requirement of the ISA's Member Protection Policy, the ISA must enquire into the background of those applying for, undertaking or remaining in any work (paid or voluntary) that involves regular contact with people under the age of 18 years.

I, _____ (name) of _____
_____ (address) DOB: ____ / ____ / ____

Sincerely declare:

I do not have any criminal charge pending before the courts.

I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence.

I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, acts of violence, intimidation or other forms of harassment.

I have never been sanctioned for an anti-doping rule violation under any anti-doping policy applicable to me.

I have never participated in, facilitated or encouraged any practice prohibited by the World Anti-Doping Agency Code or any other anti-doping policy applicable to me.

To my knowledge there is no other matter that the ISA may consider to constitute a risk to its Members, employees, volunteers, athletes or reputation by engaging me.

I will notify the President or Secretary of the organisation(s) engaging me immediately upon becoming aware that any of the matters set out in clauses [1 to 6] above has changed for whatever reason.

Declared at _____ on ____ / ____ / ____ (date)

Signature _____

Parent/Guardian Consent (in respect of person under the age of 18 years)

I have read and understood the declaration provided by my child. I confirm and warrant that the contents of the declaration provided by my child are true and correct in every particular.

Name: _____ Date: _____

Signature: _____

C3 QUEENSLAND * Working with Children Check Requirements – Blue Card

A person will need a Working with Children Check, also known as the *Blue Card*, if they propose to work in a paid or voluntary capacity or to carry on a business in a child-related area regulated by the Queensland Child and Family Commission.

Volunteers need a Blue Card if a usual function of their volunteer work includes, or is likely to include, providing services directed mainly towards children or conducting activities mainly involving children, by or within a church, club, association or similar entity.

Paid employees need a Blue Card if their work in sport or active recreation includes, or is likely to include, providing services that are directed mainly towards children, or conducting activities that mainly involve children, for at least:

- consecutive days, or
- once a week, each week, over 4 weeks, or
- once a fortnight, each fortnight, over 8 weeks, or
- once a month, each month over 6 months.

Blue Cards are issued by the Queensland Child and Family Commission via the Queensland Government 'Blue Card' website. The Working with Children Check is carried out to see if a person is eligible to work in the areas of child-related work covered by the Commission's Act. If a person is eligible, they are issued a positive notice letter and a Blue Card.

Volunteers and paid employees employed in sporting organizations generally fall under the 'churches, clubs and associations' category of regulated employment. Volunteers and paid employees employed in private businesses may fall under the 'sport and active recreation' category of regulated employment. The check is a detailed national criminal history check including charges and investigations relating to children.

People such as those with previous convictions involving children are disqualified from applying for or renewing a Blue Card (refer to website below for details).

A Blue Card remains current for two years. Existing card holders will be notified by Blue Card Services before their card expires.

Further information or resources ~

The Queensland Blue Card system is administered by Blue Card Services.

If you require specific information or advice, you can phone the Blue Card Contact Centre on **1800 113 611 (free call)** or **07 3211 6999** between **8:00am-5:00pm, Monday to Friday**.

Alternatively, general information is available from the Commission's website at www.bluecard.qld.gov.au.

Forms

<http://www.bluecard.qld.gov.au/applications/applications.html>

Fees

<http://www.bluecard.qld.gov.au/fees.html>

C4 NEW SOUTH WALES * Working with Children Check Requirements

All organizations within NSW that employ people in child-related employment (in a paid or unpaid capacity) must meet the requirements of the Working with Children Check (WWCC).

Child related employment is work which primarily involves direct unsupervised contact with children.

A Working with Children Check is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct.

The result of a Working with Children Check is either a clearance to work with children for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked.

The Working with Children Check is fully portable so it can be used for any paid or unpaid child-related work in NSW for as long as the worker remains cleared.

APPLICATION PROCESS

- Submit your Working with Children Check application online
- Once your application form has been completed online, you will be given an application (APP) number.
- Then, to complete the application, you must take your application number along with proof of identity to a NSW Motor Registry, RMS Agency, or Service NSW office (not your local Council).
- Find a location at <https://www.service.nsw.gov.au/service-centre>

Paid workers will be required to provide the fee of \$80.
For Volunteers, the Check is free.

Further information or resources ~

The New South Wales Working with Children Check is administered by the Office of the Children's Guardian, under the Advocate for Children and Young People
<http://www.acyp.nsw.gov.au>

If you need assistance in completing the online form or do not have access to the internet or a computer please call **(02) 9286 7219** for assistance.

Applications

<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

Online Forms

<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check/apply/apply>

C5 WESTERN AUSTRALIA * Working with Children Check Requirements

The Working with Children Check (WWC Check) is a compulsory screening strategy in Western Australia and the Christmas and Cocos (Keeling) Islands.

The WWC Check aims to protect children by:

- deterring people from applying to work with children where they have a relevant charge or conviction on their criminal record that indicates they may harm a child;
- detecting new charges and convictions of those people who hold a current WWC Card and preventing them from continuing to engage in child-related work where their criminal record and behaviour indicates they may harm a child; and

protecting children by creating awareness that safeguarding children is a whole of community responsibility.

A WWC Check is required by a person if they engage in certain paid or unpaid work with children, described as 'child-related work' under the WWC Act.

'Child-related work' has a specific definition which is found in section 6 of the WWC Act: Work is child-related work if the usual duties of the work involve, or are likely to involve, **contact** with a **child** in connection with one of the categories below and no exemptions apply.

Further information or resources ~

The Western Australian Working with Children Check is carried out by the Department for Child Protection and Family Support.

<https://workingwithchildren.wa.gov.au>

Telephone: (08) 6217 8100

WA Country callers: 1800 883 979

Email: checkquery@cpfs.wa.gov.au

Applications

<https://workingwithchildren.wa.gov.au/docs/default-source/default-document-library/the-application-process-for-a-wwc-check-2015.pdf>

C6 VICTORIA * Working with Children Check Requirements

The Working with Children Check helps protect children from physical and sexual harm. It does this by screening people's criminal records and professional conduct and preventing those who pose an unjustifiable risk to children from working with or caring for them.

If you are doing or intending to do **child-related work** and do not qualify for an exemption, you need a Check.

Working with Children (WWC) Check is valid for 5 years. You must renew your WWC Check before it expires if you want to continue doing child-related work.

It screens a person's criminal records and any reports about professional conduct by the bodies listed in [What is checked](#).

The Check does not assess a person's suitability to work with or care for children in a particular role. It is the responsibility of organisations to assess if a person is suitable to work with children and to continue monitoring their workers' behaviour around children.

Organisations should be vigilant at all times by doing thorough reference checks and establishing sound, ongoing supervision practices so that children are safe from harm. For more information go to [Commission for Children and Young People](#).

By law, you must keep your details up to date. You must notify the Department of Justice and Regulation within 21 days of any changes to your personal, contact and organisation's details.

Further information or resources ~

<http://www.workingwithchildren.vic.gov.au>

Applications

After you have lodged your application for a Working with Children Check (Check) at Australia Post, it is electronically sent to the Department of Justice and Regulation.

If any information is missing from your application, the department will contact you. If you fail to submit the requested information, your application will be withdrawn and, by law, you cannot do any **child-related work**. To do so is a breach of the **Working with Children Act 2005** (the Act) and penalties apply.

C7 SOUTH AUSTRALIA * Screening Check Requirements

Children and young people have a right to be safe and protected at all times, including when accessing services in the community.

[The Children's Protection Act 1993](#) requires certain organisations to provide a child safe environment.

Screening applications can be submitted online.

Organisations must first register with the Screening Unit to use the online system. [How to register.](#)

Once registered, the organisation can initiate individual applications. The applicant is notified and then logs in and completes and submits their application online.

[How to apply online.](#)

The DCSI Screening Unit conducts five types of screening assessment on behalf of employer organisations or those engaging volunteers:

<http://screening.dcsi.sa.gov.au/screening-process/types-of-screening>

For the purposes of this policy, the screening area is Child-Related Employment Screening which covers employment (paid or unpaid) within the sporting and recreation organisations.

<http://screening.dcsi.sa.gov.au/screening-process/types-of-screening/child-related-employment>

Further information or resources ~

In South Australia, Child Safety is the responsibility of the Department for Communities and Social Inclusion

<https://www.families.sa.gov.au/child-safe-environments>

Screening Checks

<http://screening.dcsi.sa.gov.au>

Registration for Organisations:

<http://screening.dcsi.sa.gov.au/screening-process/how-to-apply/organisation-registration>

Registration for Individuals:

<http://screening.dcsi.sa.gov.au/screening-process/how-to-apply/apply-online>

C8 TASMANIA * Working with Vulnerable People Requirements

Working with Children Registration (WWC Registration) is a compulsory criminal history check for many people who work with children under the age of 18 years in Tasmania. It was established by the *Registration to Work with Vulnerable People Act 2013* (the Act) and is administered by the Department of Justice.

The Act applies to anyone involved in child-related work in Tasmania. It does not matter whether the work is paid or unpaid, supervised or unsupervised.

The Act prescribes that anyone who is involved in a 'regulated activity' must hold a valid Working with Children Registration. Regulated activities include club and association activities.

The system of verifying a registration is **online only**, via the registration status page on the Working with Children Registration website.

The aim is to keep our children as safe as possible by reducing the incidence of sexual, physical, psychological, emotional harm or neglect of children in Tasmania.

Tasmania will come into line with all other Australian States and Territories who already have similar registration processes.

What does the process involve?

This new Registration process will require:

- an application
- proof of identity
- the payment of a fee
- a national criminal history assessment and ongoing monitoring
- a risk assessment

http://www.justice.tas.gov.au/working_with_children

Applications

Applications for WWC Registration must be made online at the Working with Children Registration

http://www.justice.tas.gov.au/working_with_children/application

C9 AUSTRALIAN CAPITAL TERRITORY * Working with Vulnerable People Requirements

Access Canberra is responsible for working with vulnerable people registration renewals under the [Working with Vulnerable People \(Background Checking\) Act 2011](#) (the WWVP Act).

The WWVP Act requires those who work or volunteer with vulnerable people to have a background check and be registered.

For information on working with vulnerable people registration refer to [Working with vulnerable people \(WWVP\) registration page](#).

The [Working with Vulnerable People \(Background Checking\) Act 2011](#) (the WWVP Act) commenced on 8 November 2012. It aims to reduce the risk of harm or neglect to vulnerable people in the ACT.

The WWVP Act requires those who work or volunteer with vulnerable people to have a background check and be registered.

The premise of background checking is that the past behaviour of an individual can provide an indication of the possible future behaviour of that individual. Examples or patterns of abusive or inappropriate behaviour can sometimes be evident in information available for assessment, which includes an individual's criminal record.

The ACT Government considers that the creation of a checking system with appropriate safeguards for people who work with, or who want to work with vulnerable people is consistent with section 28 of the [Human Rights Act 2004](#).

For information on renewing a working with vulnerable people registration refer to the [Working with vulnerable people \(WWVP\) registration renewal page](#).

Applications

https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804

Application Process

https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804#!tabs-2

How to Apply

https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804#!tabs-3

Application Portal

<https://form.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1149>

ICE SKATING AUSTRALIA INC



MEMBER

PROTECTION POLICY VERSION 8

SCHEDULE D

MEMBER PROTECTION

PROCEDURES

D1 Complaints Handling Procedure

A complaint can be about an act, behavior, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. Complaints will always vary.

They may be about individual or group behavior; they may be extremely serious or relatively minor; they may be about a single incident or a series of incidents; and the person about who the allegation is made may admit to the allegations or emphatically deny them.

Given all of the variables that can arise, ISA provides a step-by-step complaint procedure that people may use/enter at any stage. Individuals and organizations to which this policy applies may also pursue their complaint externally under anti-discrimination, child-protection or other relevant legislation.

If at any point in the complaint process the ISA (or relevant State) MPIO considers that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, the matter will be referred to the ISA Executive or such other Tribunal as the Executive may choose or may be in place for appropriate action.

All complaints must be submitted in writing to the ISA Secretary and/or ISA Disciplinary Committee Chair (as deemed appropriate) and the within fourteen (14) days of the incident occurring - regardless of which step in the process he/she has reached. A complaint can be withdrawn by the complainant at any time.

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.

A Practical Guide for the Complainant

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 or ISA Complaints Officer or ISA President, 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 sport's MPIOs is available by contacting the ISA Administrator.

The MPIO or other ISA Officer, will:

- take confidential notes about your complaint, which they will keep in a secure and confidential place;
- 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;
- maintain strict confidentiality.

Step 3: Outcomes from initial contact, after talking with the MPIO.

After talking with the MPIO, you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and work out your own resolution (with or without a support person such as an MPIO); or
- to seek an informal mediated resolution with the help of a third person (such as a mediator or an ISA Councillor); or
- to seek a formal approach.

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

FORMAL APPROACHES

Step 4: Making a Formal complaint

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

Make a formal complaint in writing to the ISA Complaints Officer who until another suitable person is appointed shall be the ISA President, who has the authority to review and adjudicate on these matters. Or

- The ISA Complaints Officer / ISA President will assist you or you may personally approach a relevant external agency such as an anti-discrimination commission, for advice.

If you decide to make a formal complaint in writing, the ISA Complaints Officer / ISA President will, on receiving the formal complaint and based on the material you have provided, decide whether:

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

In making the decision(s) outlined above, ISA Complaints Officer / ISA President will take into account:

- whether they have had any personal involvement in the circumstances giving rise to the complaint and, if so, whether their ability to impartially manage the complaint is compromised or may appear to be compromised; whether, due to the nature of the complaint, specific expertise or experience may be required to manage the complaint;
- your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- whether, due to the nature of the complaint, the relationship between you and the respondent (e.g. an actual or perceived power imbalance between you and the respondent).
- the nature and sensitivity of any information or other material that must be provided by you, the respondent, and any of the other people involved in the complaint;
- whether the facts of the complaint are in dispute; and
- the urgency of the complaint, including the likelihood that you will be subject to further unacceptable behavior while the complaint process set out in these Procedures is underway.

If ISA Complaints Officer / ISA President 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 Schedule D6: Disciplinary Measures, appointing a person to investigate the complaint, referring the complaint to an informal or a formal mediation session or a hearings tribunal and/or referring the complaint to the police or other appropriate authority.

Step 5: Investigation of the complaint

- A person appointed under Step 3 will conduct an investigation in accordance with Schedule D3 and provide a written report to ISA Complaints Officer / ISA President who will determine what further action to take;
- If the complaint is referred to mediation, it will be conducted in accordance with Schedule 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 Schedule D5
- If the complaint is referred to the police or other appropriate authority, ISA will use its best endeavours to provide all reasonable assistance required by the police or other authority.

Any costs relating to the complaint process set out in this Policy (e.g. investigation and/or mediation and/or hearings tribunal) are to be met by ISA unless otherwise decided by the particular tribunal.

Step 6: Reconsideration of initial outcome/investigation or appeal

If, under the formal complaint process, mediation is unsuccessful, you may request that the ISA Complaints Officer / ISA President 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 Schedule D5.

Step 7: Documenting the resolution

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

EXTERNAL 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 your State or Territory 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.

Another option would be to contact another external agency such as the police.

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 schedule outlines the general procedure of mediation that will be followed by ISA.

1. If mediation is chosen, the MPIO or other designated person will, under the direction of the ISA 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 ISA Complaints Officer or ISA President to request that the ISA Complaints Officer or ISA President 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.

D3 Investigation Process

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

We will provide a written brief to the investigator clarifying terms of engagement and roles and responsibilities. The investigator will:

1. Interview the complainant and record the interview in writing.
2. Convey full details of the complaint to the respondent (s) so that they can respond.
3. Interview the respondent to allow them to answer the complaint, and record the interview in writing.
4. Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts
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.
6. Provide a report to the ISA Complaints Officer / ISA President documenting the complaint, investigation process, evidence, finding and, if requested, recommendations.
7. 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.
8. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person/adviser (e.g. MPIO or other person).
9. 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 D5.

Any individual or organisation to which this policy applies, must immediately report any Child Abuse incident of a serious or a criminal nature to the applicable State or Territory Police Service and other appropriate authority.

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 ISA in a paid or unpaid capacity 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:

- Ensure the Child is Safe!
- 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.

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

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

Step 2 – Report allegations

- 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 ISA Complaints Officer or ISA President 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 ISA Complaints Officer or ISA President will assess the risks and take interim action to ensure the child's/children's safety. Action the ISA 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. Please be aware it is not the MPIO's role to undertake action such as redeploying someone and seek legal advice if person is in a paid employment.
- The ISA Complaints Officer or ISA President will consider the kind of support that the child/ren and parents may need (e.g. counselling, help lines, support groups).
- The ISA Complaints Officer or ISA President or MPIO will address the support needs of the alleged offender.
- The ISA Complaints Officer or ISA President or MPIO 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 ISA)
- Irrespective of the findings of the child protection and/or police inquiries, the ISA 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 ISA President and/or Tribunal or Tribunal Chairperson who 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 Schedule D6 of the policy will be followed.
- If disciplinary action is taken, the ISA 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).

D5 Hearings and Appeals Tribunal Procedure

This procedure will be followed by Hearings Tribunals established by the ISA to hear national member protection related complaints and/or complaints of a serious nature referred by a State or Territory Member.

Preparation for Tribunal Hearing

1. A Tribunal Panel will be constituted following the rules outlined in ISA's Constitution, to hear a complaint that has been referred to it by the ISA Complaints Officer, ISA President. The number of Tribunal members required to be present throughout the hearing will be a minimum of three persons.
2. The Tribunal members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the ISA Complaints Officer or ISA President, 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 ISA Complaints Officer or ISA President will inform the respondent(s) in writing that a tribunal hearing will take place. The notice will outline:
 - a. That the person has a right to appear at the tribunal hearing to defend the complaint/allegation;
 - b. Details of the complaint, and details of all allegations and the clause of any policy or rule allegedly breached;
 - c. The date, time and venue of the tribunal hearing;
 - d. That they can make either verbal or written submissions to the Tribunal;
 - e. 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);
 - f. An outline of any possible penalties that may be imposed if the complaint is found to be true; and
 - g. That legal representation will not be allowed. If the respondent 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 respondent.

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

The ISA Complaints Officer or ISA President 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.

1. If the complainant believes the details of the complaint are incorrect or insufficient they should inform the ISA Complaints Officer or ISA President as soon as possible so that the respondent and the Tribunal Panel members can be properly informed of the complaint.
2. 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:
 - a. The Tribunal members;
 - b. The respondent(s);
 - c. The complainant;
 - d. Any witnesses called by the respondent;
 - e. Any witnesses called by the complainant;
 - f. 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 ISA Complaints Officer or ISA President of the need to reschedule, and the ISA Complaints Officer or ISA President and the Tribunal Chairperson 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.
 - a. Reference may be made to brief notes.
 - b. The complainant may call witnesses.
 - c. The respondent(s) may question the complainant and witnesses.
8. The respondent(s) will then be asked to respond to the complaint.
 - a. Reference may be made to brief notes.
 - b. The respondent may call witnesses.
 - c. 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:
 - a. consider any evidence, and in any form, that it deems relevant.
 - b. question any person giving evidence.
 - c. limit the number of witnesses presented to those who provide any new evidence.
 - d. Require the attendance of any witness it deems relevant;
 - e. 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 behavior 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:
 17. Forward to the ISA President a copy of the Tribunal decision including any disciplinary measures imposed.
 18. 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.
19. 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 ISA on one or more of the following bases:
 2. That a denial of natural justice has occurred; or
 3. That the disciplinary measure(s) imposed is unjust and/or unreasonable.
 4. That the decision was not supported by the information/evidence provided to the ISA Complaints Officer or ISA President /Mediator/Tribunal;
 5. A person wanting to appeal in accordance with clause 25 must lodge a letter setting out the basis for their appeal with the ISA Secretary within 7 days of the relevant decision. An appeal fee of \$200 shall be included with the letter of intention to appeal.

6. If the letter of appeal is not received by the ISA Secretary within the time period, the right of appeal lapses. If the letter of appeal is received but the appeal fee is not received by the relevant time, the appeal lapses.
7. The letter of appeal and copy of tribunal decision report will be forwarded to the ISA President to review and decide whether there are sufficient grounds for the appeal to proceed. The ISA President may invite any witnesses to the meeting it believes are required to make an informed decision.
8. 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.
9. 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.
10. The Tribunal Procedure shall be followed for the appeal. No person from the original Tribunal may act on the Appeal Tribunal.
11. The decision of an Appeal Tribunal will be final.

D6 Disciplinary Measures

Any disciplinary measure imposed by The ISA Complaints Officer / ISA President under this policy must:

- Observe any contractual and employment rules and requirements;
- Conform to the principles of natural justice;
- Be fair and reasonable;
- Be based on the evidence and information presented;
- Be within the powers of the ISA Complaints Officer / ISA President or Tribunals to impose the disciplinary measure.

Individual

Subject to contractual and employment requirements, if a finding is made that an individual has breached the ISA's Member Protection Policy (including the Codes of Conduct), one or more of the following forms of discipline may be imposed by The ISA Complaints Officer / ISA President or Tribunals:

- A direction that the individual makes a verbal and/or written apology;
- A written warning;
- A direction that the individual attend counselling to address their behavior;
- A withdrawal of any awards, placing, records, and achievements bestowed in any competitions, activities or events held or sanctioned by the ISA.
- A demotion or transfer of the individual to another location, role or activity
- A suspension of the individual's membership or participation or engagement in a role or activity;
- Termination of the individual's membership, appointment or engagement;
- Recommend that the ISA or applicable State Association terminate the individual's membership, appointment or engagement;
- In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- Any other form of discipline that The ISA Complaints Officer / ISA President or Tribunals considers appropriate.
- When imposing any form of discipline, it will be accompanied by a warning that a similar breach of policy by that individual in the future may result in the imposition of a more serious form of discipline.

Organisations

If a finding is made that an ISA affiliated organisation has breached the ISA Member Protection Policy (including the Codes of Behavior), one or more of the following forms of discipline may be imposed by the ISA Complaints Officer / ISA President, Tribunals or the ISA Council

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

Factors to consider when imposing discipline

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

- Nature and seriousness of the behavior or incidents;
- In a case where action is taken concurrently with or in lieu of a resolution of a formal complaint, the wishes of the complainant;
- If the individual concerned knew or should have known that the behavior was a breach of the policy;
- Level of contrition of the respondent(s);
- The effect of the proposed disciplinary measures on the respondent(s) including any personal, professional or financial consequences;
- If there have been relevant prior warnings or disciplinary action; and/or
- If there are any mitigating circumstances such that the respondent(s) shouldn't be disciplined at all or not disciplined so seriously.

ICE SKATING AUSTRALIA INC



MEMBER

PROTECTION POLICY VERSION 8

SCHEDULE E

REPORTING DOCUMENTS

REPORTING REQUIREMENTS AND DOCUMENTS

We will ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint. This information, and any additional records and notes, will be treated confidentially and stored in a secure place.

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

We will ensure that everyone who works with our organisation in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.

SCHEDULE E ~ REPORTING DOCUMENTS

Attachment E1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

Name of person receiving complaint		Date:
Complainant's Name		<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Role / Status	<input type="checkbox"/> Administrator <input type="checkbox"/> Athlete <input type="checkbox"/> Coach / Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Administrator <input type="checkbox"/> Athlete <input type="checkbox"/> Coach / Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official
Location/event of alleged issue		
Facts as stated by complainant		
Nature of complaint (category/basis/grounds) Tick as many boxes as applicable	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other	
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 and safe place. A copy should be retained by Ice Skating Australia, the Member Organisation or Affiliate (at whatever level the complaint was made).

SCHEDULE E ~ REPORTING DOCUMENTS

Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name			
	<input type="checkbox"/> Under 18	<input type="checkbox"/> Over 18	Date Formal Complaint Received:
Complainant's Contact Details	Phone		Email
Complainant's Role / Status	<input type="checkbox"/> Administrator <input type="checkbox"/> Athlete <input type="checkbox"/> Coach / Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other <hr/>	
Name of person complained about (respondent)	<input type="checkbox"/> Under 18 <input type="checkbox"/> Over 18		
Respondent's Role/status	<input type="checkbox"/> Administrator <input type="checkbox"/> Athlete <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other <hr/>	
Location/event of alleged issue			
Description of alleged issue			
Nature of complaint (category/basis/grounds) Tick as many boxes as applicable	<input type="checkbox"/> Harassment or <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Pregnancy <input type="checkbox"/> Other	<input type="checkbox"/> Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Bullying <input type="checkbox"/> Disability <input type="checkbox"/> Child Abuse	<input type="checkbox"/> Coaching methods <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimization <input type="checkbox"/> Unfair decision
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	<input type="checkbox"/> Less than 3 months to resolve <input type="checkbox"/> Between 3 – 8 months to resolve <input type="checkbox"/> More than 8 months to resolve
Completed by: Name -	
Signed by: Complainant -	

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 level (at whatever level the complaint was made).

SCHEDULE E ~ REPORTING DOCUMENTS

Attachment E3: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in Schedule D4 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, of person complained about	<input type="checkbox"/> Administrator <input type="checkbox"/> Athlete <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other <hr/>
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:
	Contact Details:
	Advice Provided:
Government agency contacted	Who:
	When:
	Contact Details:
	Advice Provided:
ISA President contacted	Who:
	When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name:
	Position:
	Signature:
	Date:

This record and any notes must be kept in a confidential and safe place.

– do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be sent to the ISA President.

Attachment E4: RECORD OF MEDIATION

Present at Mediation	
Date of Mediation	
Venue of Mediation	
Mediator(s)	
Summary of mediation (minutes attached)	
Outcome of mediation	
Follow-up to occur (if required)	
Completed by (signature)	Name and Position in Netball Australia/Member Organisation/Affiliate: Date:
Signed by Complainant (signature) Respondent (signature)	

This record and any notes must be kept in a confidential and safe place. A copy should be retained by Ice Skating Australia, the Member Organisation or Affiliate (at whatever level the complaint was made).

SCHEDULE E ~ REPORTING DOCUMENTS

Attachment E4: RECORD OF HEARING TRIBUNAL DECISION

Complainant's Name			
Date Formal Complaint Received:			
Complainant's Role / Status	<input type="checkbox"/> Administrator <input type="checkbox"/> Athlete <input type="checkbox"/> Coach / Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other <hr/>	
Name of person complained about (respondent)	<input type="checkbox"/> Under 18 <input type="checkbox"/> Over 18		
Respondent's Role/status	<input type="checkbox"/> Administrator <input type="checkbox"/> Athlete <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other <hr/>	
Location/event of alleged issue			
Description of alleged issue			
Nature of complaint (category/basis/grounds) Tick as many boxes as applicable	<input type="checkbox"/> Harassment or <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Pregnancy <input type="checkbox"/> Other.....	<input type="checkbox"/> Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Bullying <input type="checkbox"/> Disability <input type="checkbox"/> Child Abuse	<input type="checkbox"/> Coaching methods <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimization <input type="checkbox"/> Unfair decision
Methods (if any) of attempted informal resolution			

Support Person (if any)	
Hearing Tribunal Members	
Hearing Tribunal Date and Venue	
Hearing Tribunal Decision (Attach Report)	
Action recommended and any follow up report required	
Decision Appealed	
Date of Appeal Lodged	
Appeal Hearing Date	
Appeal Decision (Attach Report)	
Action Recommended	
Completed by	Name and Position in Netball Australia/Member Organisation/Affiliate: Date:
Signed by Complainant (signature) Respondent (signature)	

This record and any notes must be kept in a confidential and safe place. A copy should be retained by Ice Skating Australia, the Member Organisation or Affiliate (at whatever level the complaint was made).