

Soccer NSW Limited

MEMBER PROTECTION POLICY

Effective from 30 October 2002

PREFACE

[Insert message from President or CEO of organisation re purpose and importance of this Policy]

CONTENTS

Page

PART I – INTRODUCTION

1.	What is the Purpose of this Policy?	1
2.	Who does this Policy Apply to?	1
3.	What is the Status of this Policy?	1
4.	What do Words in this Policy Mean?	2
5.	Responsibilities under this Policy.....	2

PART II – PREVENTATIVE ACTION

6.	What is Screening?	3
7.	Prohibited Person Declaration.....	5

PART III – BREACHES

8.	What is Harassment?	6
9.	What is Discrimination?	9
10.	What Other Misconduct is a Breach?	10
11.	Codes of Behaviour	10
12.	What is a Breach of this Policy?.....	10
13.	Victimisation?	10
14.	Complaint Resolution Procedure	11
15.	Informal Complaint Resolution Procedure	11
16.	Formal Complaint Resolution Procedure	12
17.	Suspected Breaches.....	13
18.	Determinations.....	14
19.	What Penalties may be Imposed?	14

ATTACHMENTS

Attachment A	Policy Definitions	16
Attachment B	Preventative Action (clauses 6 and 7) Flow Diagram	18
Attachment C	Complaint Resolution Procedure (clauses 14 and 15) Flow Diagram	19
Attachment D	Codes of Behaviour	20
Attachment E	Prohibited Person Declaration	27

PART I – INTRODUCTION

This Part sets out the purpose of this Policy, who it applies to, when it commences, what words mean and who has responsibilities under the Policy.

1 What is the Purpose of this Policy?

1.1 The purpose of this Policy is to provide guidelines for the protection of the health, safety and well being of all Soccer NSW Limited members and those who participate in the activities of Soccer NSW Limited, Member Associations and Affiliated Clubs.

1.2 This Policy sets out the procedures to be followed in dealing with Harassment and other forms of inappropriate behaviour in an effective, appropriate and timely manner. The Policy provides a procedure for informal and formal resolution of complaints.

2 Who does this Policy Apply to?

2.1 This Policy applies to the following organisations and individuals:

- (a) persons appointed or elected to boards of directors, executives and/or committees (including sub-committees) of Soccer NSW Limited, Member Associations and Affiliated Clubs;
- (b) employees of Soccer NSW Limited, Member Associations and Affiliated Clubs;
- (c) officials appointed or elected by Soccer NSW Limited, Member Associations and Affiliated Clubs in relation to players and/or teams which represent such organisations including team management personnel such as managers and physiotherapists;
- (d) coaches (including assistant coaches) who:
 - (i) are appointed and/or employed by Soccer NSW Limited, Member Associations and Affiliated Clubs (whether paid or unpaid); or
 - (ii) have an agreement (whether or not in writing) with Soccer NSW Limited, a Member Association or an Affiliated Club to coach at a facility owned or managed by such organisation;
- (e) referees, umpires and other officials involved in the regulation of the sport appointed by Soccer NSW Limited, a Member Association or an Affiliated Club;
- (f) players who enter any tournament, activity or events (including camps, training sessions, etc) which are held or sanctioned by Soccer NSW Limited, a Member Association or an Affiliated Club;
- (g) Member Associations;
- (h) Affiliated Clubs;
- (i) any other person or organisation, who or which is, a member of, or affiliated to, Soccer NSW Limited, a Member Association or an Affiliated Club (including life members);
- (j) any other person or organisation (for example, a parent/guardian, spectator or sponsor) who or which agrees, in writing or otherwise (whether on a ticket, entry form, etc) to be bound by this Policy.

3 What is the Status of this Policy?

3.1 This Policy is issued by the [insert by whom] under [what authority, ie issued by the Board under Rule # of the Constitution].

3.2 Except to the extent outlined in clause 3.3, this Policy comes into force on [insert date].

- 3.3 The reference to Complaints in Part III shall only include Complaints which arise out of incident(s) occurring on or after [insert date], unless the Complaint is of Harassment in which case it must arise out of an incident(s) which occurred on or after [insert date].
- 3.4 This Policy may be changed from time to time by [insert how amendments may be made, ie by resolution of the Board].
- 4 What do Words in this Policy Mean?
- 4.1 In this Policy, words appearing with a capital shall have the meaning set out in Attachment A and Attachment A will form part of this Policy.
- 5 Responsibilities under this Policy
- 5.1 Soccer NSW Limited and Member Associations must:
- (a) adopt and comply with this Policy;
 - (b) recognise and enforce any penalty imposed under this Policy;
 - (c) publish, distribute and promote this Policy (and any amendments made to it from time to time) to their members in the manner required by Soccer NSW Limited and make this Policy available for inspection, or provide a copy;
 - (d) make such amendments to their constitution, rules or by-laws in order for this Policy to be enforceable, as required by Soccer NSW Limited;
 - (e) use any forms, contracts and clauses prescribed by Soccer NSW Limited in order to give effect to this Policy in such documents as contracts, entry forms and player registration forms, as directed by Soccer NSW Limited;
 - (f) appoint and train at least one Member Protection Officer and one Mediator or have access to such persons in another sport to fulfil the functions set out in clauses 14, 15 and 16, and to publish and display the names and contact details of such persons to their members;
- 5.2 Affiliated Clubs must:
- (a) adopt and comply with this Policy;
 - (b) recognise and enforce any penalty imposed under this Policy;
 - (c) publish, distribute and promote this Policy (and any amendments made to it from time to time) to their members in the manner required by Soccer NSW Limited and make this Policy available for inspection, or provide a copy;
 - (d) make such amendments to their constitution, rules or by-laws in order for this Policy to be enforceable, as required by Soccer NSW Limited;
 - (e) use any forms, contracts and clauses prescribed by Soccer NSW Limited in order to give effect to this Policy in such documents as contracts, entry forms and player registration forms, as directed by Soccer NSW Limited.
- 5.3 All other organisations and persons (for example, administrators, employees, officials, coaches, players, parents) to which this Policy applies, must:
- (a) comply with this Policy;
 - (b) comply with the Codes of Behaviour (as applicable).
- 5.4 The Board of Directors and employees of Soccer NSW Limited, the Member Associations and the Affiliated Clubs are responsible for taking all reasonable steps to ensure implementation, compliance and enforcement of this Policy.

PART II – PREVENTATIVE ACTION

This Part sets out the requirement for mandatory screening and declarations for certain roles.

- 6 What is Screening?
- 6.1 One of the ways Soccer NSW Limited, the Member Associations and the Affiliated Clubs seek to protect the health, safety and well being of people participating in their activities is to screen people for certain roles.
- 6.2 Screening (as set out in clause 6.4) is mandatory for Soccer NSW Limited, Member Associations and Affiliated Clubs for Preferred Applicants and Existing Appointees in the following types of roles:
- (a) coaches who are appointed or seeking appointment (whether employed, contracted or otherwise) by Soccer NSW Limited, Member Associations or Affiliated Clubs for reward;
 - (b) volunteer personnel appointed or seeking appointment by Soccer NSW Limited, Member Associations or Affiliated Clubs, who will or are likely to travel away with teams of players under 18 years of age; and
 - (c) persons appointed or seeking appointment by Soccer NSW Limited, a Member Association or an Affiliated Club to a role in which that person is likely to have individual and unsupervised contact with players under 18 years of age.
- 6.3 Screening is highly recommended, but not mandatory, for Preferred Applicants and Existing Appointees in the following types of roles:
- (a) volunteer coaches appointed or seeking appointment by Soccer NSW Limited, a Member Association or an Affiliated Club who will or are likely to travel away with teams of players over 18 years of age; and
 - (b) persons appointed or seeking appointment by Soccer NSW Limited, a Member Association or an Affiliated Club to a role in which that person is likely to have contact with players under 18 years of age but where such contact is supervised at all times by another adult.
- 6.4 For the purposes of this Policy, screening shall mean:
- (a) Checking the Preferred Applicant's referees;
 - (b) Interviewing the Preferred Applicant as to their suitability for the proposed role and their suitability for involvement with children under 18 years of age; and
 - (c) Obtaining a Police Check of Preferred Applicants and Existing Appointees (optional).
- 6.5 Checking the Preferred Applicant's referees includes making verbal or written inquiries of their nominated referees (preferably at least 2) as to the Preferred Applicant's suitability for the proposed role and their suitability for involvement with children under 18 years of age.
- 6.6 The purpose of a Police Check is to see whether the person has any previous relevant criminal convictions. If the Police Check reveals that the person has committed any criminal offences then the following applies:

- (a) If the offence (whenever it occurred) is one involving a serious sex offence (see clause 7.2), assault against a person or an offence which in any way involved persons under 18 years of age, then:
 - (i) in the case of a Preferred Applicant, they must not be appointed to the role;
 - (ii) in the case of an Existing Appointee, steps must be taken to transfer the person to another role which is not set out in clause 6.2 or if no such alternatives exist, to end the appointment of the person. Note: legal advice should be sought before the process of termination begins.
- (b) If the offence is one other than those in clause 6.6(a), such as an offence to property or a minor traffic offence, then the Preferred Applicant may be appointed, subject to satisfaction of any other criteria for the role.

6.7 All persons to whom this Policy applies must agree to Soccer NSW Limited, the relevant Member Association or the relevant Affiliated Club obtaining a Police Check of them if they apply for or currently hold a role of the type set out in clause 6.2. The Police Check must be obtained, in the case of:

- (a) a Preferred Applicant, prior to the appointment;
- (b) an Existing Appointee, by [insert date].

6.8 Where a Police Check has been obtained under this Policy, another organisation which is required to screen may, for the purposes of clause 6.4, obtain a copy of the Police Check, provided the consent of the person is obtained and the Police Check was obtained in the last 3 years.

6.9 If a Preferred Applicant or Existing Appointee is not willing to agree to a screening, Soccer NSW Limited, the relevant Member Association or the relevant Affiliated Club shall:

- (a) in the case of a Preferred Applicant, not appoint the person to any of the roles;
- (b) in the case of an Existing Appointee, steps must be taken to transfer the person to another role which is not set out in clause 6.2 or if no such alternatives exist, to end the appointment of the person. Note: legal advice should be sought before the process of termination begins.

6.10 All information obtained during the course of screening (including any Police Check) must be kept confidential to the persons or committee within Soccer NSW Limited, the Member Association or the Affiliated Club who has been delegated the task of investigating and/or making the appointment for the role. Information collected during screening about a person who is not appointed to the role must be returned to the Preferred Applicant and not retained unless the Preferred Applicant agrees.

6.11 Successful Preferred Applicants or Existing Appointees must immediately advise, in writing, [the President or the CEO] (or in their absence their Nominee) of the organisation that appointed them if they are convicted of a criminal offence.

6.12 Screening under this Policy is not a replacement for any similar requirement prescribed by law. If State screening legislation sets an equivalent or higher standard of screening to that set under this Policy, the requirement to screen under this Policy need not be followed as it would be superseded by any similar requirement prescribed by law.

7 Prohibited Person Declaration

7.1 In addition to screening, Soccer NSW Limited, the Member Associations and the Affiliated Clubs require a Prohibited Person Declaration of all Preferred Applicants and Existing Appointees appointed to a role set out in clause 7.3.

7.2 In this Policy, the following words shall mean:

‘Prohibited Person’ means a person who has been convicted of a Serious Sex Offence.

‘Prohibited Person Declaration’ means a declaration in relation to Serious Sex Offences as set out in Attachment F.

‘Serious Sex Offence’ means an offence involving sexual activity or acts of indecency including but not limited to:

- 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.

7.3 It is mandatory for Soccer NSW Limited, Member Associations and Affiliated Clubs to obtain a Prohibited Person Declaration from Preferred Applicants and Existing Appointees in the following types of roles:

- (a) coaches who are appointed or seeking appointment (whether employed, contracted or otherwise) by Soccer NSW Limited, Member Associations or Affiliated Clubs for reward;
- (b) volunteer personnel appointed or seeking appointment by Soccer NSW Limited, Member Associations or Affiliated Clubs, who will or are likely to travel away with teams of players under 18 years of age; and
- (c) persons appointed or seeking appointment by Soccer NSW Limited, a Member Association or an Affiliated Club to a role in which that person is likely to have individual and unsupervised contact with players under 18 years of age.

7.4 It is a breach of this Policy for a Prohibited Person to work or seek work in the roles set out in clause 7.3.

7.5 It is also a breach of this Policy for Soccer NSW Limited, a Member Association or an Affiliated Club to:

- (a) in the case of a Preferred Applicant, appoint the Preferred Applicant in any of the roles set out in clause 7.3 without first obtaining a Prohibited Person Declaration or to appoint a Preferred Applicant who is a Prohibited Person;
- (b) in the case of an Existing Appointee, to continue to appoint a Prohibited Person in the roles set out in clause 7.3.

7.6 The Prohibited Person Declaration must be obtained, in the case of:

- (a) a Preferred Applicant, prior to the appointment;
- (b) an Existing Appointee, by [insert date].

7.7 If the Prohibited Person Declaration is not provided in accordance with clause 7.6, or the Prohibited Person Declaration reveals that the person is a Prohibited Person, Soccer NSW Limited, the relevant Member Association or the relevant Affiliated Club must:

- (a) in the case of a Preferred Applicant, not appoint the person to any of the roles set out in clause 7.3;
- (b) in the case of an Existing Appointee, steps must be taken to transfer the person to another role which is not set out in clause 7.3 or if no such alternatives exist, to end the appointment of the person. Note: legal advice should be sought before the process of termination begins.

7.8 All information in the Prohibited Person Declaration must be kept confidential to the persons or committee within Soccer NSW Limited, the Member Association or the Affiliated Club who has been delegated the task of requesting and reviewing the Prohibited Person Declaration.

7.9 Successful Preferred Applicants or Existing Appointees must immediately advise, in writing, [the President or the CEO] (or in their absence their Nominee) of the organisation that appointed them, upon becoming a Prohibited Person.

7.10 Obtaining a Prohibited Person Declaration under this Policy is not a replacement for any similar requirement prescribed by law. If State legislation sets an equivalent or higher standard to that set under this Policy the requirement to obtain a Prohibited Person Declaration under this Policy need not be followed as it would be superseded by any similar requirement prescribed by law.

PART III – BREACHES

This Part outlines what constitutes a breach of this Policy.

8 What is Harassment?

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

8.2 Harassment includes:

- (a) Sexual Harassment (clauses 8.3 to 8.6);
- (b) Racial Harassment (clauses 8.7 and 8.8);
- (c) Sexuality Harassment (clauses 8.9 to 8.11);
- (d) Disability Harassment (clauses 8.12 and 8.13);
- (e) Abuse (clauses 8.14 to 8.16);
- (f) Vilification (clause 8.18); and
- (g) Discrimination (clause 9).

8.3 Sexual Harassment includes:

- (a) an unwelcome sexual advance; or
- (b) an unwelcome request for sexual favours; or
- (c) any unwelcome conduct of a sexual nature (including a statement, orally or in writing, of a sexual nature),

where the person being harassed felt offended, humiliated or intimidated and this was reasonable in the circumstances.

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

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

8.5 Examples of Sexual Harassment may include:

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

8.6 Sexual Harassment may be a criminal offence, for example indecent assault, rape, obscene telephone calls or letters. If you believe that a criminal offence may have been committed you may seek advice from the relevant State or Territory authority that administers the relevant law (eg. the Anti-Discrimination Board in NSW) or legal advice and/or notify the police. You can do this without divulging the name or identity of the complainant.

8.7 Sexual behaviour of any kind between an adult and a minor must be reported to the appropriate authorities.

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

8.9 Examples of Racial Harassment include:

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

8.10 Sexuality Harassment includes harassment based on actual or assumed homosexuality, heterosexuality, bi-sexuality or transsexuality.

8.11 Examples of Sexuality Harassment include:

- Jokes in which sexuality is a significant characteristic of the ‘butt’ of the joke;
- Hostile comments about assumed sexual practices or social activities.

8.12 In severe cases, such as threats or acts of violence against a homosexual person, Sexuality Harassment may be a criminal offence. If you believe that a criminal offence may have been committed you may seek advice from the relevant State or Territory authority that administers the relevant law (eg. the Anti-Discrimination Board in NSW) or legal advice and/or notify the police. You can do this without divulging the name or identity of the complainant.

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

8.14 Examples of Disability Harassment include:

- Jokes where a particular disability is a significant characteristic of the ‘butt’ of the joke;
- Interfering with a disability aid, (eg hearing aid);
- Obstructing a person in a manner that compounds his or her disability, (eg putting obstacles in the path of a person with a vision impairment);
- Mocking a person’s disability;
- Hostility based on assumed AIDS or HIV infection.

8.15 Abuse may be a form of Harassment. It includes:

- (a) physical abuse, (eg assault);
- (b) emotional abuse, (eg blackmail, repeated requests or demands, excluding someone or ‘bastardisation’ practices);
- (c) neglect, (eg failure to provide the basic physical and emotional necessities of life);
- (d) abuse of power, which the harasser holds over the harassed.

Examples of relationships in (d) that involve a power disparity include a coach–player, manager–player, employer–employee, doctor–patient. People in such positions of power need to be particularly wary not to exploit that power.

8.16 Examples of abusive behaviour include:

- Bullying and humiliation of players by coaches;
- Verbal abuse and insults directed by players or parents at opposing participants;
- Verbal and/or physical abuse of umpires by players and coaches.

8.17 Some forms of Abuse may constitute a criminal offence, for example assault and child abuse. If you believe that a criminal offence may have been committed you may seek advice from the relevant State or Territory authority that administers the relevant law (eg. the Anti-Discrimination Board in NSW) or legal advice and/or notify the police.

8.18 Racial Vilification involves a person inciting hatred towards, serious contempt for, or severe ridicule of, a person or group of persons by public act. Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.

8.19 Racial or other forms of Vilification are breaches of this Policy where they are based on any of the attributes or characteristics set out in clause 9.2.

9 What is Discrimination?

9.1 Discrimination is treating or proposing to treat a person less favourably than someone else in certain areas of public life on the basis of an attribute or personal characteristic they have.

9.2 The applicable attributes or characteristics are:

- Age;
- Disability;
- Marital status;
- Parental/Carer status;
- Physical features;
- Political belief/activity;
- Pregnancy;
- Race;
- Religious belief/activity;
- Sex or gender;
- Sexual orientation;
- Transgender orientation.

9.3 The areas in which Discrimination under this Policy are not permitted are in:

- (a) employment (including unpaid employment) by Soccer NSW Limited, a Member Association or an Affiliated Club;
- (b) the provision of goods and services by Soccer NSW Limited, a Member Association or an Affiliated Club;
- (c) the selection or otherwise of any person for competition or a team (domestic or international) by or on behalf of Soccer NSW Limited, a Member Association or an Affiliated Club;
- (d) the entry or otherwise of any player or other person to any competition held or sanctioned by Soccer NSW Limited, a Member Association or an Affiliated Club (note the exception in clause 9.9);
- (e) obtaining or retaining membership (including the rights and privileges of membership) of Soccer NSW Limited, a Member Association or an Affiliated Club.

9.4 Not only is Discrimination unlawful, but Soccer NSW Limited, the Member Associations and the Affiliated Clubs also consider it is unjust because it may deny people a chance by judging them on the basis of stereotypes or assumptions about what they can or cannot achieve.

9.5 Discrimination includes direct Discrimination and indirect Discrimination. Direct Discrimination occurs if a person treats, or proposes to treat, someone with an attribute or characteristic (as outlined in clause 9.2) less favourably than the person treats or would treat, someone without that attribute or characteristic, in the same or similar circumstances. Indirect Discrimination occurs where a person imposes or intends to impose a requirement, condition or practice which on its face is not discriminatory, but has the effect of discriminating against a person(s) with a particular attribute.

- 9.6 Requesting, assisting, instructing, inducing or encouraging another person to engage in Discrimination, is also Discrimination.
- 9.7 Any behaviour or conduct that is Discrimination under any Federal or State legislation is also Discrimination for the purposes of this Policy.
- 10 What Other Misconduct is a Breach?
- 10.1 Conduct by persons or organisations to whom this Policy applies which is not Harassment and which (if committed) is a breach of this Policy, (referred to as 'Other Misconduct') means and includes the following:
- [insert optional clauses here]
- 10.2 Victimisation occurs where a person is subject to, or is threatened to suffer, any detriment or unfair treatment, because that person has or intends to pursue their legal rights under anti-harassment or anti-discrimination legislation or under this Policy.
- 11 Codes of Behaviour
- 11.1 To protect the health, safety and well being of all the people participating in the activities of Soccer NSW Limited, Member Associations and Affiliated Clubs, Soccer NSW Limited has developed and issued Codes of Behaviour. The Codes of Behaviour are set out in Attachment E and Attachment E will form part of this Policy.
- 12 What is a Breach of this Policy?
- 12.1 It is a breach of this Policy for any person or organisation to whom this Policy applies to:
- (a) Fail to comply with any of the responsibilities set out in clause 5;
 - (b) Breach any part of the Codes of Behaviour;
 - (c) Appoint, or continue to appoint, a person to a role set out in clause 6.2:
 - (i) without first undertaking screening (see clause 6.4); and
 - (ii) where the Police Check reveals the person has committed an offence of the type set out in clause 6.6(a);
 - (d) Appoint, or continue to appoint, a person to a role set out in clause 7.3:
 - (i) without first obtaining a Prohibited Person Declaration; or
 - (ii) where the Prohibited Person Declaration reveals the person is a Prohibited Person;
 - (e) Where the person is a Prohibited Person, to work or seek work in the roles set out in clause 7.3;
 - (f) Engage in any form of Harassment;
 - (g) Engage in behaviour set out in clause 10;
 - (h) Make a frivolous, vexatious or malicious Complaint under this Policy;
- 12.2 Any circumstances that may be a breach may be the subject of a Complaint.

13 Complaint Resolution Procedure

- 13.1 Any person or organisation may make a complaint about a person or organisation to whom this Policy applies, if they consider that person or organisation has, or may have, committed a breach of any part of this Policy (a 'Complaint').
- 13.2 The Complaint always belongs to the complainant, who will determine how their Complaint is dealt with. The Complaint will not be divulged to another person without the complainant's agreement, except in the case where a person is required by law to report the matter to governmental authorities (for example, in the case of suspected child abuse).
- 13.3 It is recommended that Complaints are handled, as far as possible, at an informal level. A commonsense, low-key approach is often far more satisfactory to the complainant and to the person complained about.
- 13.4 The four principles of case handling will apply at every stage of these procedures. This means that all responsible persons will handle all cases:
- promptly,
 - seriously,
 - sensitively and
 - confidentially.

14 Informal Complaint Resolution Procedure

- 14.1 A person or organisation that has a Complaint ('a complainant') may seek to resolve the Complaint informally. It is hoped the complainant will make an initial approach to a Member Protection Officer within Soccer NSW Limited or within the sports industry.

If the complainant makes an approach to:

[the President or the CEO] (or in their absence their Nominee) of Soccer NSW Limited, a Member Association or an Affiliated Club; or

another appropriate person within the organisation (eg team manager, coach etc)

then it is desirable that the person also seeks the advice of an MPO who has been especially trained for this purpose.

If there are no trained (or available) MPOs on staff or within the organisation's membership, it is recommended access to a trained MPO working in an allied sport be obtained via the Australian Sports Commission Ethics in Sport Unit.

14.3 Member Protection Officers will:

- (a) listen to the complainant in an empathetic, supportive manner;
- (b) inform the complainant about their possible options; and/or
- (c) act as a support person for the complainant, including supporting them through any mediation process undertaken to resolve the Complaint, if the complainant wishes.

14.4 The Member Protection Officer will:

- (a) keep the matter confidential and only discuss it with those people whom the complainant has authorised them to speak to about the Complaint; and/or
- (b) inform the relevant governmental authority, if required by law; and

(c) consult by seeking advice from the relevant State or Territory authority that administers the relevant law (eg. the Anti-Discrimination Board in NSW).

14.5 If the complainant wishes to try and resolve the Complaint by mediation, the Member Protection Officer will, in consultation with the complainant, arrange for a mediator (either the Mediator of Soccer NSW Limited or the relevant Member Association, or a relevant third person) to mediate the Complaint.

14.6 While there are some trained Mediators in most States and Territories, organisations are encouraged to access mediation skills from their community (eg. alternative dispute resolution services), to seek advice from the relevant State or Territory authority that administers the relevant law (eg. the Anti-Discrimination Board in NSW) or to contact the ASC where a case presents particular difficulties. The Australian Sports Commission Ethics in Sport Unit can provide access to trained Mediators from a range of sporting organisations.

14.7 The Mediator shall:

- (a) notify the person complained about that an informal Complaint has been made and provide them with details of the Complaint;
- (b) attempt to mediate a resolution between the complainant and the person complained about.

14.8 If an agreed resolution is reached between the complainant and the person complained about, the Complaint shall be deemed to have been resolved and no further action in relation to that Complaint may be taken (except for that which is agreed) under this Policy.

14.9 If following the process in clause 14.6 the Complaint is not resolved informally, the complainant may make a formal Complaint under clause 15.

14.10 Nothing in this Policy prevents the complainant taking action under State or Federal legislation.

14.11 It is not necessary to provide a written Complaint under Clause 14.

15 Formal Complaint Resolution Procedure

15.1 In order for a Complaint to be dealt with in accordance with this clause, a Complaint is usually made in writing (however it need not be called or referred to as a Complaint).

15.2 A written Complaint must be made to one of the following people:

- (a) a Member Protection Officer of Soccer NSW Limited or the relevant Member Association. (A list of the Member Protection Officers must be made available to any person requesting such list and shall be displayed at the premises of Soccer NSW Limited, Member Associations and Affiliated Clubs); or
- (b) The President (or in their absence their Nominee) of Soccer NSW Limited, the relevant Member Association or the relevant Affiliated Club.

- 15.3 If a person listed in clause 15.2 receives a Complaint and that Complaint alleges Harassment or Discrimination, then they should ensure that the complainant is offered the services of a Member Protection Officer who will offer services as set out in clauses 14.3 and 14.4.
- 15.4 If the complainant wishes to proceed to resolve the Complaint by formal mediation, the Member Protection Officer shall immediately notify the Mediator of Soccer NSW Limited or the Member Association that a Complaint has been made and provide them with a copy of the written Complaint. If an attempt to mediate informally was made under clause 14.5, the Mediator under this clause cannot be the same person.
- 15.5 The Mediator shall:
- (a) notify the person complained about, in writing, that a Complaint has been made and provide them with a copy of the written Complaint;
 - (b) attempt to mediate a formal resolution between the complainant and the person complained about.
- 15.6 If an agreed resolution is reached between the complainant and the person complained about, the Complaint shall be deemed to have been resolved and no further action in relation to that Complaint may be taken (except for that which is agreed) under this Policy.
- 15.7 If following the process in clause 15.5 an agreed resolution is not reached, the Mediator, in consultation with the complainant and following their wishes, will:
- (a) refer the Complaint to the relevant Member Association for them to resolve or arbitrate as they see fit; or
 - (b) refer the Complaint to the relevant State or Territory authority that administers the relevant law (eg. the Anti-Discrimination Board in NSW); or
 - (c) close the Complaint because that is the wish of the complainant.
- 15.8 If a complainant withdraws the Complaint (which alleges Harassment), no further action in relation to that Complaint may be taken (unless required by law) under this Policy.
- 15.9 Nothing in this Policy prevents the complainant taking action under State or Federal legislation.
- 16 Suspected Breaches
- 16.1 If a Complaint is not received, but [the President or the CEO] or in their absence their Nominee or a Member Protection Officer of Soccer NSW Limited or a Member Association receives information (whether or not in writing) which gives them reasonable cause to suspect that a breach of this Policy may have been committed, then he or she shall do the following:
- (a) if the information gives them reasonable cause to suspect a breach of this Policy involving Harassment or Discrimination, then such person shall use their reasonable endeavors to advise the person who is suspected of being subject to Harassment, of the complaints procedures under this Policy, including the services provided by a Member Protection Officer; or
 - (b) if the information gives them reasonable cause to suspect a breach of this Policy other than Harassment or Discrimination, then he or she shall refer the information to the relevant Member Association.

16.2 Except as otherwise provided in this Policy, all information obtained by [the President or the CEO], their Nominee, the Member Protection Officer, the Mediator or the Hearings Convenor in accordance with this clause must be kept confidential.

17 Determinations

17.1 Where the Member Association receives:

- (a) a Complaint referred to it under clause 15.4 or 15.7; or
- (b) information referred to it under clause 16.1(b),

the responsible officer shall follow the procedures set out in this clause.

17.2 Upon receipt of the Complaint or the information, the responsible officer shall as soon as possible determine what needs to be done. They will do this by:

- (a) consulting with the complainant and with any Member Protection Officers or Mediators who have already been involved and if relevant, with the person complained about;
- (b) making a determination on the case which may include, but is not limited to, the following:
 - (i) refer the Complaint to the relevant State or Territory authority that administers the relevant law (eg. the Anti-Discrimination Board in NSW);
 - (ii) disciplinary action or imposition of a penalty (see clause 18);
 - (iii) a new, or further, attempt at mediation;
 - (iv) closure; or
 - (v) any other relevant determination;
- (c) provided that any persons involved in the determinations do not include a person who would, by reason of their relationship with the complainant or the person complained about, be reasonably considered to be other than impartial.

17.3 Frivolous, vexatious or malicious Complaints are unlawful. If, at any point in the Complaint proceedings, it is determined that the Complaint was, indeed, frivolous, vexatious or malicious, then the matter will be referred to the Member Association and the responsible officer will make a determination as at clause 17.2(b). Such a determination will always consider referral to the State or Territory authority which administers the relevant law (noting that in all jurisdictions such unlawful actions are punishable by a fine or gaol sentence).

18 What Penalties may be Imposed?

18.1 If the Member Association and/or responsible officer considers that a person or organisation to whom this Policy applies, has breached this Policy, it may impose any one or more of the following penalties:

18.1.1 For breaches committed by individual persons:

- (a) direct that the offender attend counselling to address their conduct;
- (b) recommend that Soccer NSW Limited, the relevant Member Association or the relevant Affiliated Club terminate the appointment of the role which the offender holds with such organisation;
- (c) where there has been damage to property, direct that the offender pay compensation to the relevant organisation which controls or has possession of the property;

- (d) impose a monetary fine;
- (e) impose a warning;
- (f) in the case of a coach, direct the relevant organisation to de-register the accreditation of the coach for a period or indefinitely;
- (g) withdraw any awards, placings, records won in any tournaments, activities or events held or sanctioned by Soccer NSW Limited, a Member Association or an Affiliated Club;
- (h) direct the offender to repay all or part of any financial assistance (excluding any fee for service, wages or expenses) given to them by the Australian Sports Commission, any Federal or State funding agency, the Australian Olympic Committee, Soccer NSW Limited, a Member Association, an Affiliated Club or any other organisation which has provided funding;
- (i) any other such penalty as the organisation considers appropriate.

18.1.2 For breaches committed by organisations:

- (a) direct that any funding granted or given to it by Soccer NSW Limited or a Member Association cease from a specified date;
- (b) impose a monetary fine;
- (c) impose a warning;
- (d) recommend to Soccer NSW Limited and/or the relevant Member Association that its membership of such organisation be suspended or terminated in accordance with their applicable constitution;
- (e) direct that any rights, privileges and benefits provided to that organisation by Soccer NSW Limited or a Member Association be suspended for a specified period and/or terminated;
- (f) direct that Soccer NSW Limited and Member Associations cease to sanction events held by or under the auspices of that organisation;
- (g) any other such penalty as the organisation considers appropriate.

ATTACHMENT A
POLICY DEFINITIONS

‘Abuse’ means a form of Harassment, as more specifically set out in clauses 8.15 to 8.17.

‘Affiliated Clubs’ means those clubs or organisations (howsoever described), which are a member of, or affiliated to, a Member Association [this definition may need to be amended].

‘Australian Sports Commission’ means the government agency established under the Australian Sports Commission Act 1989 and includes the Australian Institute of Sport.

[‘CEO’ means the chief executive officer of an organisation, howsoever described (may include the executive officer, general manager or other similar title).]

‘Codes of Behaviour’ means the codes of behaviour developed and issued by Soccer NSW Limited as set out in Attachment E.

‘Complaint’ means a complaint made under clauses 13 to 15.

‘Constitution’ means the statement of purposes and rules or constitution of Soccer NSW Limited as amended from time to time.

‘Disability Harassment’ means a form of Harassment, as more specifically set out in clauses 8.13 and 8.14.

‘Discrimination’ means a form of Harassment, as more specifically set out in clause 9.

‘Existing Appointee’ means a person currently elected, appointed or holding a position, whether by way of employment, contract or otherwise and whether paid or unpaid.

‘Harassment’ has the meaning set out in clause 8.

‘Mediator’ means a person appointed in accordance with clause 5.1(f) to mediate disputes and concerns in relations to Complaints under this Policy.

‘Member Associations’ means those entities which are members of Soccer NSW Limited in accordance with its Constitution [assumes that the members of Soccer NSW Limited are the State Associations — if this is not the case, this definition will need to be amended].

‘Member Protection Officer’ means a person appointed in accordance with clause 5.1(f), who may be the first point of contact for someone bringing a Complaint under this Policy.

‘Police Check’ means a police records check which conducts a search on a national basis.

‘Policy’ and ‘this Policy’ means this Member Protection Policy.

‘Preferred Applicant’ means a person short listed for a position, whether by way of employment, contract or otherwise and whether paid or unpaid.

‘Racial Harassment’ means a form of Harassment, as more specifically set out in clauses 8.8 and 8.9.

‘Sexual Harassment’ means a form of Harassment, as more specifically set out in clauses 8.3 to 8.6.

‘Sexuality Harassment’ means a form of Harassment, as more specifically set out in clauses 8.10 to 8.12.

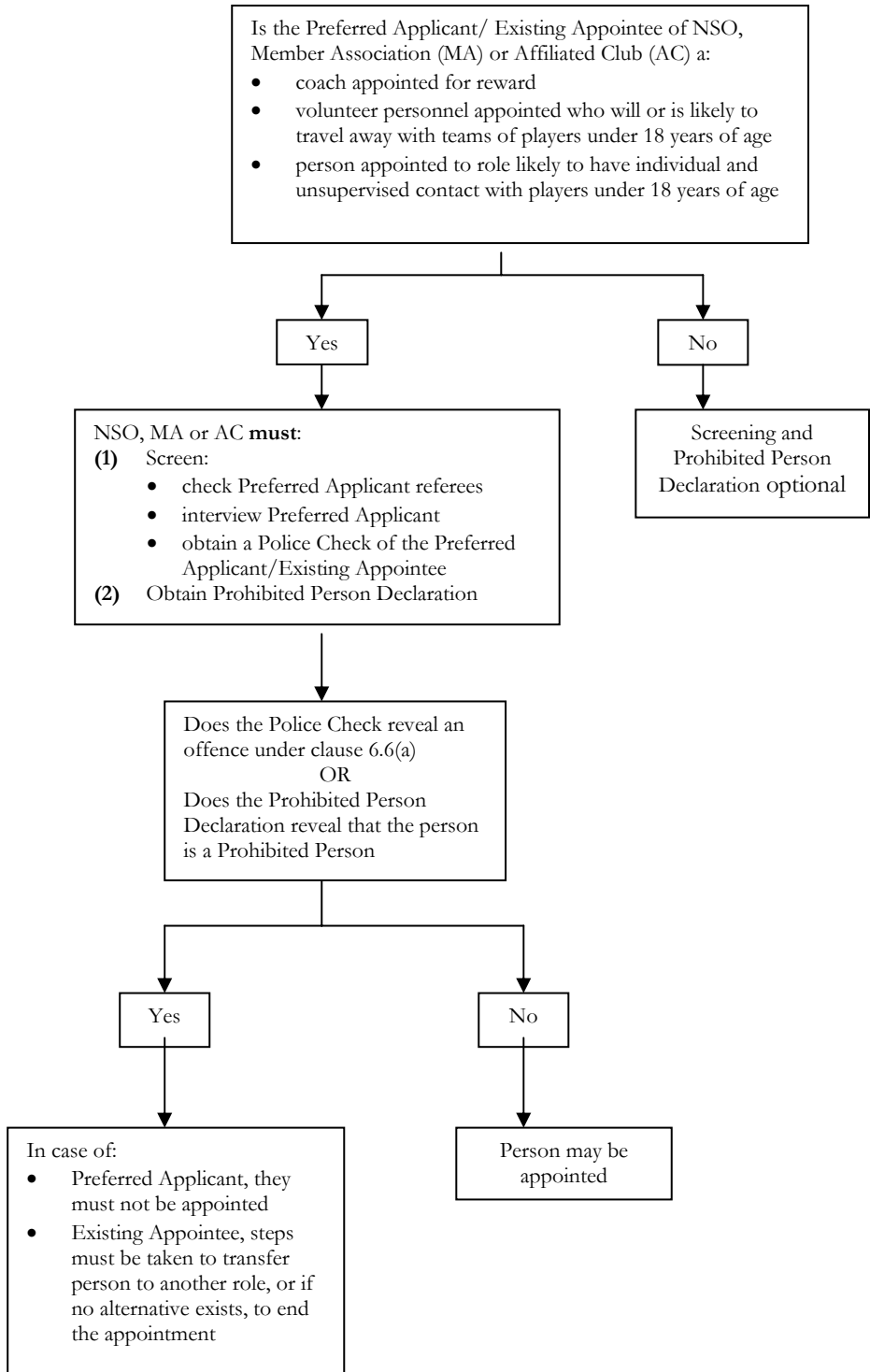
‘their Nominee’ means the person who is, under the constitution of the relevant organisation, empowered to act in [the President’s or the CEO’s] absence. [In the case of the President, it may include a Vice-President, Deputy Chairperson or other similar title, however described and in the case of the CEO it may include the acting CEO, acting executive officer, acting general manager or other similar title, however described].

‘Vilification’ may constitute a form of Harassment or Discrimination, as more specifically set out in clause 8.18.

ATTACHMENT B

PREVENTATIVE ACTION (CLAUSES 6 AND 7) FLOW DIAGRAM

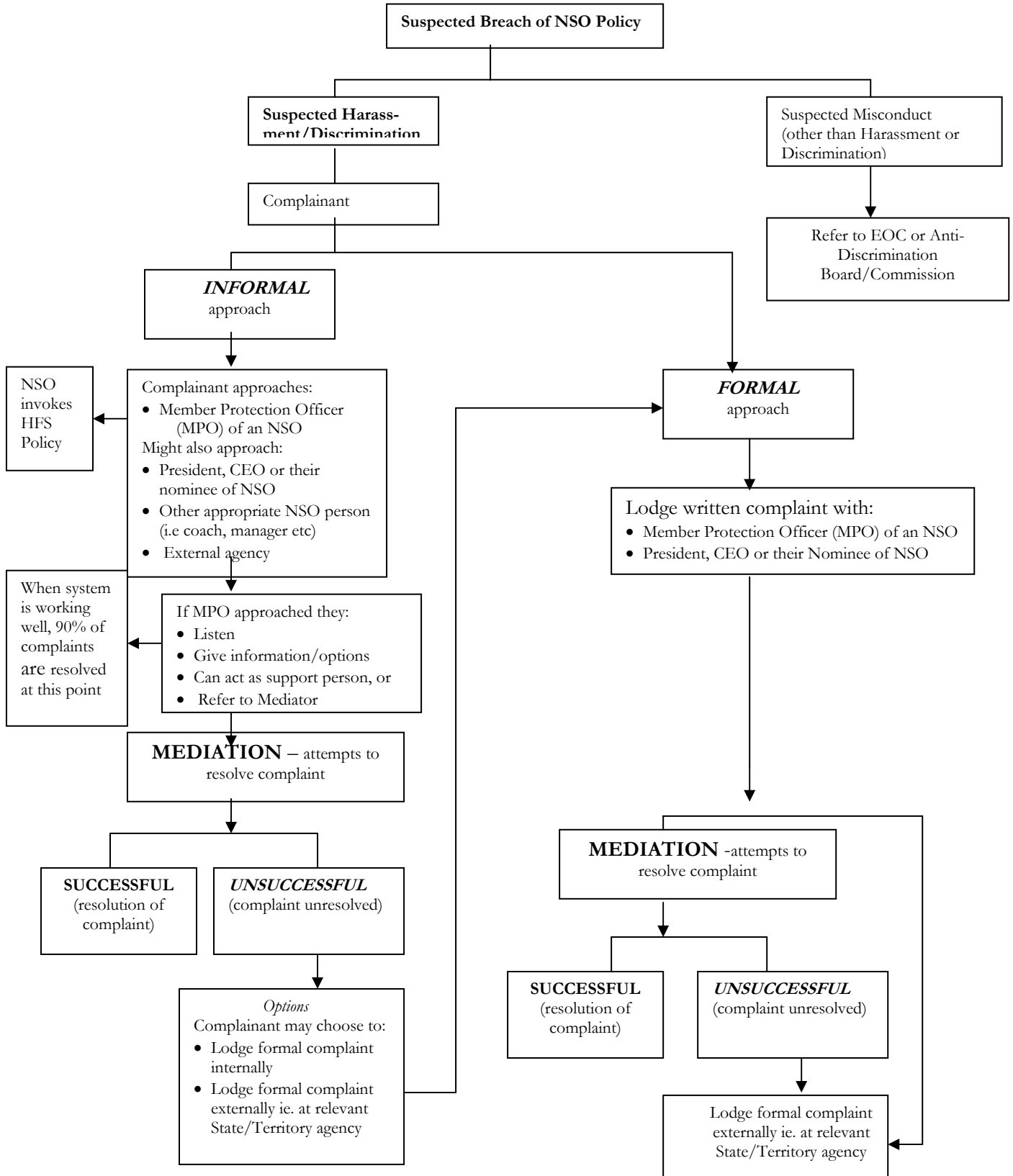
Attachment B has been included in this Policy by way of summary and it is not to be used for the interpretation of this Policy.



ATTACHMENT C

COMPLAINT RESOLUTION PROCEDURE
FOR NATIONAL SPORTING ORGANISATIONS (NSO)

FLOW DIAGRAM (clauses 14 and 15)



ATTACHMENT D

SOCCER AUSTRALIA

CODES OF FAIR PLAY

Soccer Australia in conjunction with the Australian Sports Commission have developed Codes of Behaviour for the promotion of Fair Play in Soccer. These codes are fully endorsed by Soccer NSW and have been produced to promote fair play and appropriate behaviour by players, parents, coaches, teachers, officials, administrators, spectators and the media.

OFFICIAL CODE OF FAIR PLAY

- Modify 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 behaviour and promote respect for all opponents.
- Emphasise the spirit of the game rather than the errors.
- Encourage and promote rule changes, which 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 players.
- Remember, you set an example. Your behaviour and comments should be positive and supportive.

ADMINISTRATORS CODE OF FAIR PLAY

- Provide opportunity for involvement of young players in planning, leadership, evaluation and decision making related to their activity.
- Give all young players equal opportunities to participate.
- Create pathways for young players to participate in soccer not just as a player but also as a coach, referee, administrator etc.
- Ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of young players.
- Provide quality supervision and instruction for junior players.
- Remember that young players participate for their enjoyment and benefit. Do not overemphasise awards.
- Help coaches and officials highlight appropriate behaviour and skill development, and help to improve the standards of coaching and officiating.
- Ensure that everyone involved in junior sport emphasises fair play, and not winning at all costs.
- Give a code of Fair Play sheet to spectators, officials, parents, coaches, players and the media and encourage them to follow it.
- Remember, you set an example. Your behaviour and comments should be positive and supportive.
- Support implementation of Soccer Australia's National Junior Development Policy.
- Make it clear that abusing young players in any way is unacceptable and will result in disciplinary action.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- Place the safety and welfare of the participants above all else.
- Give junior players a 'fair go' regardless of their gender, ability, cultural background or religion.

PLAYERS CODE OF FAIR PLAY

- Play by the rules.
- Never argue with a referee or assistant referee. If you disagree, have the captain, coach or manager approach the official on your behalf.
- Control you temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in soccer.
- Work equally hard for yourself and your team. Your team's performance will benefit, so will you.
- Be a good sport, recognise all good plays whether they are part of your team or the opposition.
- Treat all participants in soccer as you like to be treated. Do not bully or take unfair advantage of another competitors.
- Cooperate with your coach, team mates and opponents. Without them there would be no game.
- Participate for your own enjoyment and benefit, not just to please parents and coaches.
- Respect the rights, dignity and worth of all participant regardless of the their gender, ability, cultural background or religion.

COACHES CODE OF FAIR PLAY

- Remember that junior players participate for pleasure and winning is only part of the fun.
- Never ridicule or yell at a junior players for making a mistake or not winning.
- Be reasonable in you demands on players' time, energy and enthusiasm.
- Operate within the rules and spirit of the game and teach your players to do the same.
- Ensure that the time players spend with you is a positive experience. All junior players are deserving of equal attention and opportunities.
- Avoid overplaying the talented players; the just average need and deserve equal time.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage your players to do the same.
- Show concern and caution toward sick and injured players. Follow the advice of a physician when determining whether an injured player 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 players.

PARENTS CODE OF FAIR PLAY

- Remember that children participate in sport for their enjoyment.
- Encourage children to participate, do not force them.
- Focus on the child's efforts and performance rather than winning or losing.
- Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
- Never ridicule or yell at a child for making a mistake or losing a game.
- Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
- Support all efforts to remove verbal and physical abuse from all of soccer's activities.
- Respect official's decisions and teach children to do likewise.
- Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

SPECTATORS CODE OF FAIR PLAY

- Remember that young people participate for their enjoyment and benefit, not yours.
- Applaud good performance and efforts from all individuals and teams. Congratulate all participants on their performance regardless of the game's outcome.
- Respect the decisions of officials and teach junior players to do the same.
- Never ridicule or scold a player for making a mistake. Positive comments are motivational.
- Condemn the use of violence in any form, whether it is by spectators, coaches, officials or players.
- Show respect for your team's opponents. Without them there would be no game.
- Encourage players to follow the rules and the officials' decisions.
- Do not use foul language, sledge or harass players, coaches or officials.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- Any physical contact with a junior player should be appropriate to the situation and necessary for the player's development.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

TEACHERS CODE OF FAIR PLAY

- Modify 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 behaviour and promote respect for all opponents.
- Emphasise the spirit of the game rather than the errors.
- Encourage and promote rule changes, which 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 players.
- Remember, you set an example. Your behaviour and comments should be positive and supportive.
- Place the safety and welfare of the participants above all else.
- Give junior players a 'fair go' regardless of their gender, ability, cultural background or religion.

MEDIA CODE OF FAIR PLAY

- Provide coverage of junior soccer activities as well as reporting adult soccer matches.
- Be aware of the differences between adult soccer, professional soccer and modified sports programs for junior players.
- Don't highlight isolated incidents of inappropriate sporting behaviour.
- Focus upon a young player's fair play and honest effort.
- Do not place unfair expectations on junior players. They are not miniature professionals.
- Focus on the abilities and not the disabilities of junior players and the sport.
- Avoid reinforcing stereotypical views on the involvement of boys/girls in soccer.
- Give equal time and space to reporting boys and girls soccer activities.
- Familiarise yourself with Soccer Australia's Junior Development Policy.
- Do not highlight isolated incident of inappropriate behaviour by parents.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

ATTACHMENT E

PROHIBITED PERSON DECLARATION

The Soccer NSW Limited Member Protection Policy makes it a breach of the policy for a Prohibited Person (defined as a person who has been convicted of a Serious Sex Offence) to work or seek work in the following roles:

- coaches who are appointed or seeking appointment (whether employed, contracted or otherwise) for reward;
- volunteer personnel appointed or seeking appointment, who will or are likely to travel away with teams of players under 18 years of age; and
- persons appointed or seeking appointment to a role in which that person is likely to have individual and unsupervised contact with players under 18 years of age.

The Soccer NSW Limited Member Protection Policy also makes it a breach of the policy to appoint, or continue to appoint, a person to a role set out above:

- without first obtaining this declaration; or
- where this declaration reveals the person is a Prohibited Person.

The Soccer NSW Limited Member Protection Policy defines a Serious Sex Offence to mean an offence involving sexual activity or acts of indecency including but not limited to:

- 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.

Declaration

I am aware that I am ineligible to work or seek work in the roles set out above if I have been convicted of a Serious Sex Offence, as defined in the Soccer NSW Limited Member Protection Policy.

I have read and understood the above information in relation to the Soccer NSW Limited Member Protection Policy and understand my responsibilities and obligations under it.

I declare that I am not a person prohibited under the Soccer NSW Limited Member Protection Policy from working or seeking work in the roles set out above.

I acknowledge that I am required to advise [the President or the CEO] of the organisation appointing me, immediately upon becoming a Prohibited Person.

Name	Signature	Date
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Note: Seek legal advice if you are unsure of your status.

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	Signature	Date
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