



**PCAQ  
MEMBER PROTECTION POLICY**

Adopted from

PONY CLUB AUSTRALIA Inc.

NATIONAL MEMBER PROTECTION POLICY

July 2012

## Version 4

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## REVIEW HISTORY

### PONY CLUB ASSOCIATION of QUEENSLAND, MEMBER PROTECTION POLICY

Version	Date reviewed	Date endorsed	Content reviewed/purpose
One	Created 2004	2004	NIL
Two	March 2009		NIL
Three	July 2011		NIL
Four	July 2012	2012	6.7 Alcohol Policy 6.8 Smoking Policy 6.9 Cyber Bullying/Safety . 6.10 Social Networking Policy. 6.11 Bullying, Victimisation and Intimidation 6.12 Other Relevant Policies/Position Statements

#### PREFACE

. Pony Club Association of Queensland /Pony Club Australia is committed to providing an environment that is safe for children and is free from harassment, discrimination and abuse for everyone, and promotes respectful and positive behaviour and values.

. This policy provides a code of behaviour forming the basis of appropriate and ethical conduct which everyone must abide by.

. The President of Pony Club Association of Queensland is committed to ensuring that everyone associated with the organisation complies with the policy.

Signed:



Date: 13th July, 2012

PRESIDENT  
PONY CLUB ASSOCIATION of QUEENSLAND

# **PONY CLUB ASSOCIATION of QUEENSLAND**

## **PART A: MEMBER PROTECTION POLICY**

### **1. Introduction**

The objectives of Pony Club are:

- . To encourage young people to ride and to learn to enjoy all kinds of sport connected with horses and riding.
- . To provide coaching in riding and horsemastership and to instill in members the proper care of their horses.
- . To promote the highest ideals of sportsmanship, citizenship and loyalty, thereby cultivating strength of character and self-discipline.

### **2. Purpose of this policy**

This 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 the national and international level of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required.

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

The current policy starts on 1st July 2012 and will operate until replaced. Copies of the current policy and its attachments can be obtained from the PCAQ website at [www.pqaq.assn.au](http://www.pqaq.assn.au).

For information on the rights, responsibilities and requirements for people involved in our sport at the state and club level, please refer to the Member Protection Policies of the relevant state association or club.

### **3. Who this Policy Applies To**

This policy applies to the following people operating at or representing the PCAQ at a national or international level, whether they are in a paid or unpaid/voluntary capacity :

- 3.1 Persons appointed or elected to national or international boards, committees and sub-committees;
- 3.2 Employees of PCAQ;
- 3.3 Members of the PCAQ Management Committee
- 3.4 Support personnel appointed or elected to national or international teams and squads (e.g. managers, chaperones and or coaches);
- 3.5 National or international rider representatives;
- 3.6 National judges, stewards and other officials involved in the regulation of our sport;
- 3.7 Members, including life members of the PCAQ;
- 3.8 Riders, coaches, officials and other personnel participating in events and activities, including camps and training sessions, held or sanctioned by PCAQ; and
- 3.9 Any other person including parents/guardians and spectators accompanying the rider/riders or team(s).
- 3.10 This policy also applies to Member associations;

Member associations are required to adopt and implement this policy and to provide proof to the PCAQ of approval of the policy by the relevant board in accordance with its constitution. Member associations must also undertake to ensure that affiliated Clubs and individual Members are bound by this policy and are made aware of this policy and what it says.

This policy will continue to apply to a person even after they have ceased their association or employment with the PCAQ, if disciplinary action against that person has commenced.

#### **4. Responsibilities of the Organisation**

The PCAQ member associations must:

- 4.1 Adopt, implement and comply with this policy;
- 4.2 Make such amendments to their Constitution, Rules or Policies necessary for this policy to be enforceable;
- 4.3 Publish, distribute and promote this policy and the consequences of breaches;
- 4.4 Promote and model appropriate standards of behaviour at all times;
- 4.5 Promptly deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner;
- 4.6 Apply this policy consistently;
- 4.7 Recognise and enforce any penalty imposed under this policy;
- 4.8 Ensure that a copy of this policy is available or accessible to the persons and associations to whom this policy applies;
- 4.9 Use appropriately trained people to receive and manage complaints and allegations, eg Member Protection Information Officers;
- 4.10 Monitor and review this policy at least annually.

#### **5. Individual Responsibilities**

Individuals bound by this policy are responsible for:

- 5.1 Making themselves aware of the policy and complying with its standards of behaviour;
- 5.2 Complying with our screening requirements and any state/territory Working with Children checks;
- 5.3 Placing the safety and welfare of children above other considerations;
- 5.4 Being accountable for their behaviour;
- 5.5 Following the procedures outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour; and
- 5.6 Complying with any decisions and/or disciplinary measures imposed under this policy.

#### **6. Position Statements**

##### **6.1 Child Protection**

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

- . Prohibiting any form of abuse against children;

- . Ensuring people have completed a satisfactory Working with Children Check where the relevant state/territory law requires this [state/territory requirements are summarised in Part C of this policy];
- . Carefully selecting and screening people over the age of 16 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;
- . Adopting practices that reduce risks and provide the greatest opportunity of having a child safe environment.

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

A person will not be victimised for reporting possible child abuse and the privacy of all persons concerned will be respected. Our procedures for handling allegations of child abuse are outlined in attachment [D4 ].

## **6.2 Taking Images of Children**

Images of children can be used inappropriately or illegally. The PCAQ 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 and ensure that the parent knows the way the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

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

We require our members, member associations and clubs to do likewise.

## **6.3 Anti-Discrimination and Harassment**

The PCAQ opposes 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 at [clause 10], are against the law.

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

#### **6.4 Sexual Relationships**

PCAQ takes the position that sexual relationships between coaches and the adult riders that they coach should be avoided as these relationships can have harmful effects on the individual rider involved, on other riders and coaches, and on the sport's public image. Such relationships may be intentionally or unintentionally exploitative due to a disparity between coaches and riders in terms of authority, power, maturity, status, influence and dependence.

Should a sexual relationship exist between a rider and a coach, PCAQ will consider whether any action is necessary. Factors that may be relevant in this consideration are the age and maturity of the rider relative to the coach, the financial or emotional dependence of the rider on the coach, and the likelihood of the relationship having any adverse impact on the rider and/or other riders. If it is determined that the sexual relationship is inappropriate, action may be taken to stop the coaching relationship with the rider. Action may include dismissal from coaching duties.

In the event that a rider attempts to initiate an intimate sexual relationship, the coach must take personal responsibility for discouraging such approaches, explaining the ethical basis for such action. The coach or rider may wish to approach the PCAQ's MPIO or other designated person if they feel harassed. Our complaints procedure is outlined in Attachment [D1] of this policy.

#### **6.5 Pregnancy**

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

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

The PCAQ 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 on in similar circumstances. We will not require women to undertake a pregnancy test.

#### **6.6 Gender Identity**

Everyone bound by this policy must treat people who identify as transgender fairly and with dignity and respect. This includes acting with sensitivity and respect where a person is undergoing gender transition. We will not tolerate any unlawful discrimination or harassment of a person who identifies as transgender or transsexual or who is thought to be transgender. Descriptions of the types of behavior which could be regarded as transgender discrimination or harassment are provided in the Dictionary at [clause 10].



PCAQ recognises that the exclusion of transgender people from participation in sporting events and activities has significant implications for their health, well-being and involvement in community life.

In general PCAQ will facilitate transgender persons participating in our sport with the gender with which they identify.

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

### **6.7 Alcohol Policy**

PCAQ recommends that their member Clubs adhere to strict guidelines regarding the responsible consumption of alcohol. Generally, alcohol should not be available nor be consumed at a sporting event at which children under 18 are participants in the sport. Responsible service and consumption of alcohol should apply to any alcohol to be consumed after the competition has concluded, including light alcohol and soft drinks always being available; wherever possible, food being available to be consumed when alcohol is available; transport policies, and Board/Committee Members being in attendance to ensure appropriate practices are followed. Guidance can be obtained from the "Alcohol Management Policy" available at <http://www.goodsports.com.au/goodsports/pages/sample-policies.html>.

### **6.8 Smoking Policy**

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

- . 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, players, trainers, officials and volunteers;
- . Social functions shall be smoke free, with smoking permitted at designated outdoor smoking areas;
- . Coaches, officials, trainers, volunteers and players will refrain from smoking and remain smoke free while involved in an official capacity for any of the PCA, SSO, Club or representative team, on and off the field.

### **6.9 Cyber Bullying/Safety**

Bullying and harassment in all forms is regarded by PCAQ 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 face book, 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, league or peak sporting body.

### **6.10 Social Networking Websites Policy**

PCAQ acknowledges the emergence of new technology and communication mediums (new

media), and wishes to enable such new media to be used to benefit the sport and its participants, and to applaud achievements. This 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 PCAQ 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.

### **6.11 Bullying, Victimization and Intimidation policy**

Bullying, Victimization and Intimidation are all forms of Harassment

It is not right, it is not fair and it is against the principles of Pony Club where we expect people to be treated with respect.

Everyone in Pony Club has the right to a fair and safe environment where they are valued and treated with respect whilst performing their particular role or partaking in Pony Club activities.

Pony Club Australia and each State and Territory Association has an obligation to do everything possible to ensure that all people involved in Pony Club activities as a rider, member, official, coach, administrator, committee member, club/zone/state delegate, and parent, volunteer, in fact everyone is treated with **RESPECT**

Respect means without bullying, victimization, intimidation, discrimination or harassment. This kind of behavior is unacceptable, it can compromise health and safety and it can damage the reputation of Pony Club with the community. Such behavior is in breach of the Pony Club Member Protection Policy and Codes of Conduct and could be illegal.

Bullying, Victimization and Intimidation are all forms of Harassment.

"If a reasonable person having regard to all the circumstances, could anticipate that their behavior might cause another person to feel offended, humiliated, intimidated, insulted, frightened or ridiculed, they should not engage in that behavior".

#### **What is bullying?**

Bullying denies people respect, it can cause a person to be offended, humiliated, intimidated, frightened, insulted or ridiculed. Bullying can cause harm to the individual(s) directly involved and it may also create an environment that is unproductive and unpleasant for others. Bullying may be unintentional but if it causes a person to feel uncomfortable or powerless or the behavior interferes with their ability to perform their duty or to ride to the best of their ability then the harassment is real.

Bullying includes a range of behaviors:

. For example, people working in a committee situation where one or two members wish to put a point forward are howled down by other committee members ridiculing them not really listening to their case and as a result the two minority members feel humiliated, insulted and ridiculed and are unable to get a fair hearing. Frequently this kind of behavior results in members refusing to work on a committee and/or Pony Club losing good support personnel and riding members.

Bullying may be a subtle process of isolating a person or withholding information or it may be more overt. For example, the consistent use of 'put downs' or the use of derogatory 'nicknames' may also constitute bullying.

### **What is Intimidation?**

Intimidation includes the intentional or unintentional use of formal or informal power by inappropriately forcing a person or persons to do, or not to do something.

. For example: An official telling club members, for no valid reason, that if they participate in a competition run by another club they will not be considered for selection to represent their own club in state competition.

Intimidation also includes behavior that may be subtly manipulative or insulting, through actions that are verbally or physically threatening and abusive inducing a feeling of humiliation in that person.

. For example: The use of foul language used repeatedly and or loudly when giving instructions.

Clear and proper direction, advice and/or opinion given in a respectful manner by a person in their official capacity or as constructive feedback does not constitute bullying, intimidation or harassment.

### **What is Victimization?**

Victimization is a form of intimidation. Victimization commonly takes the form of treating, or threatening to treat someone differently on the basis of an action they have legitimately taken, or indicated that they intend to take, such as making a complaint or giving evidence.

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Every State Pony Club Association and affiliated member clubs are bound by the PCA Member Protection Policy (see part 3.10 and part 4) and as such are required to have in place a documented

Grievance Resolution Procedure with nominated MPIO's. **The following is the normal procedure for handling grievances.**

Anyone who feels they are being subjected to bullying, victimization, intimidation, discrimination or

harassment is entitled and encouraged to seek assistance by contacting their club/zone/state association Member Protection Information Officer (MPIO) or the National body Pony Club Australia MPIO who will provide advice and how to proceed using the State Association Grievance Procedure.

What to do if you feel you are being subjected to Bullying, Victimization and Intimidation or Harassment. The following is an example of the process for grievance resolution (see also Attachment D1 of the PCA Member Protection Policy):

If you feel you are being subjected to bullying, victimization or harassment you have a right and a responsibility to do something about it. You might feel able to approach the person or persons who are responsible for the behavior, explain how it makes you feel and ask them to stop doing it.

OR if you don't feel able to do this, or the problem requires some senior official intervention, you can ask your Club District Commissioner (DC) or President, to help you to deal with the issue. Or you can ask a Member Protection Information Officer (MPIO) to advise you how to deal with it. You can either deal with it verbally or you can put your complaint in writing explaining exactly what has occurred, how it makes you feel and what outcome you are looking for.

**NOTE ALL GRIEVANCES SHOULD BE HANDLED IN THE STRICTEST CONFIDENCE TO PREVENT FURTHER POSSIBLE HARASSMENT OF ANY KIND. GENERAL GUIDANCE ON GRIEVANCE HANDLING CAN BE FOUND AT Attachment D1 OF THE PCA MPP AND ON THE SPORT AND RECREATION "PLAY BY THE RULES" WEBSITE.**

#### **Summary of the Grievance Process:**

1. If the issue is at Club level then the DC, President or a MPIO have a responsibility to help you deal with the issue if you feel you are unable to do it yourself.
2. If the club feels they are unable to investigate and deal with the grievance or you are not satisfied with the outcome of club's findings or lack of action taken by the Club then the Zone can be asked to assist in consultation with a MPIO. If the grievance is forwarded to the Zone then the grievance should be considered as formal and be made in writing. If the grievance is at Zone level then the Zone Visiting Commissioner or head of the Zone has a responsibility to do (or arrange for) an investigation and deal with the grievance.
3. If the Zone is unable to investigate and deal with the grievance or you are not satisfied with the outcome of Zone's findings or lack of action then the grievance can be forwarded to State level. If it goes to State level then the State President or head of the state organisation has a responsibility to do (or arrange for) an investigation and deal with the grievance.
4. If the State is unable to investigate and deal with the grievance or you are not satisfied with the outcome of the State's findings or lack of action then and you believe the case needs to be brought to the attention of the National body then the grievance can be forwarded to the President of Pony Club Australia (PCA)

Minor Grievances are usually investigated and handled at club level on an informal basis, however an informal note must be made because if the accused harasser is accused of repeated inappropriate behavior not necessarily by the same person and following an investigation the harassment is considered to be real then formal action must be taken in the form of written advice that the behavior must not reoccur or disciplinary action in accordance with the Club, Zone or State Constitution (depending on what level the grievance is being investigated) may be taken.

#### **7. Complaints Procedures**

## **7.1 Complaints**

PCA 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 the MPIO or the PCA President.

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 MPIO or the State President in the first instance,

Or if it occurred at the

- . Club or Zone level or involves people operating at the club or Zone level, then the complaint should be reported to and handled by the relevant club or Zone 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 PCA.

A complaint may be dealt with informally or formally. The complainant usually decides this unless the MPIO or the PCA President 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 attachment [D1].

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

## **7.2 Vexatious Complaints & Victimisation**

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

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

## **7.3 Mediation**

PCAQ 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 or the PCAQ President 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 attachment [D2].

## **7.4 Tribunals**

Should a formal complaint be made the Tribunal will be the PCAQ Executive Committee and the complaint will be heard in accordance with procedures described in part 3.5 of the Constitution of the PCAQ.

The PCAQ Council decision is final and every organisation bound by this policy will recognise and enforce any decision of the PCAQ Council.

## **8. 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:

- 8.1 Breaching the Codes of Behaviour (attachment B to this policy);
- 8.2 Bringing the sport and/or the PCAQ into disrepute, or acting in a manner likely to bring the sport and/or the PCA into disrepute;
- 8.3 Failing to follow PCAQ policies (including this policy) and procedures for the protection, safety and welfare of children;
- 8.4 Discriminating against, harassing or bullying (including cyber bullying) any person;
- 8.5 Victimising another person for reporting a complaint;
- 8.6 Engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over;
- 8.7 Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- 8.8 Disclosing to any unauthorised person or organisation any PCAQ information that is of a private, confidential or privileged nature;
- 8.9 Making a complaint they knew to be untrue, vexatious, malicious or improper;
- 8.10 Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy; or
- 8.11 Failing to comply with a direction given to the individual or organisation during the discipline process.

## **9. Disciplinary Measures**

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

- . Be applied consistent with any contractual and employment rules and requirements;
- . Be fair and reasonable;
- . Be based on the evidence and information presented and the seriousness of the breach; &
- . Be determined in accordance with our Constitution, By Laws, this policy and/or Rules of the sport.

### **9.1 Individual**

Subject to contractual and employment requirements, if a finding are made by a Tribunal (the PCAQ Executive Committee ) that an individual has breached this policy, one or more of the following forms of discipline may be imposed:

- 9.1.1 A direction that the individual make a verbal and/or written apology;

- 9.1.2 A written warning;
- 9.1.3 A direction that the individual attend counselling to address their behaviour;
- 9.1.4 A withdrawal of any awards, placing, records, and achievements bestowed in any tournaments, activities or events held or sanctioned by the PCA;
- 9.1.6 A suspension of the individual's membership or participation or engagement in a role or activity;
- 9.1.7 Termination of the individual's membership, appointment or engagement;
- 9.1.8 A recommendation that the PCAQ terminate the individual's membership, appointment or engagement;
- 9.1.9 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;
- 9.1.10 a fine;
- 9.1.11 any other form of discipline that the designated person or committee considers appropriate.

## **9.2 Organisation**

If a finding is made that a PCAQ member or affiliated organisation has breached its own or this State/national Member Protection Policy, one or more of the following forms of discipline may be imposed by the PCAQ Management Committee:

- 9.2.1 A written warning;
- 9.2.2 A fine;
- 9.2.3 A direction that any rights, privileges and benefits provided to that organisation by the national body or other peak association be suspended for a specified period;
- 9.2.4 A direction that any funding granted or given to it by the PCA cease from a specified date;
- 9.2.5 The PCAQ will cease to sanction events held by or under the auspices of that organisation;
- 9.2.6 A recommendation to the association that its membership of the peak association be suspended or terminated in accordance with the relevant constitution or rules; and/or
- 9.2.7 Any other form of discipline that the national body or peak organisation considers being reasonable and appropriate.

## **9.3 Factors to consider**

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

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

## 10. Dictionary

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

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

Affiliated club means any club affiliated with the relevant state body.

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

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

- . Physical abuse by hurting a child or a child's development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity).
- . Sexual abuse by adults or other children where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography including child pornography or inappropriate touching or conversations).
- . Emotional abuse by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a child).
- . 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 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;
- . Family/carer responsibilities;



- . Gender identity/transgender status;
- . Homosexuality and sexual orientation;
- . Irrelevant medical record;
- . Irrelevant criminal record;
- . Political belief/activity;
- . Pregnancy and breastfeeding;
- . Race;
- . Religious belief/activity;
- . Sex or gender;
- . Social origin;
- . Trade union membership/activity.

#### 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 team 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.

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 victimise a person who is involved in making a complaint of discrimination or harassment. Example: a player is ostracised by her male coach for complaining about his sexist behaviour 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

Member means a registered member of the association.

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;
- . the penalties imposed must be fair.

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

This policy means this Member Protection Policy.

Respondent means the person who is being complained about.

Role-specific codes of conduct (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.

## PART B: CODES OF BEHAVIOUR

### PONY CLUB ASSOCIATION OF QUEENSLAND.

#### NATIONAL/INTERNATIONAL RIDERS, COACHES, MANAGERS AND OR CHAPERONES

#### CODE OF CONDUCT

#### PREAMBLE

The prime objective of State, National and International Competitions is the meeting, exchange of views and better understanding between Pony Club members from States/Countries taking part and the broadening of the scope of the Pony Club movement. Good sportsmanship, team spirit and the ability to cheerfully participate in all activities planned by the host State/Country or the host family is of paramount importance when representing PCAQ

1. All riders, coaches, managers and or chaperones representing Pony Club Association of Queensland (PCAQ) in Australia or overseas must comply with PCAQ Policies including the Member Protection Policy, the Anti Doping Policy and the attached Alcohol and Smoking Policies for International riders, coaches, managers and or chaperones.

2. Disciplinary action may be taken against a person who is found in breach of any of the Policies and or Codes of Conduct may also result in disqualification of the individual rider or the team.

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Date of Issue: March 2009

Date of Review: July 2012

John Mawhinney

Pony Club Association President.

PONY CLUB AUSTRALIA INC./  
PONY CLUB ASSOCIATION OF QUEENSLAND

NATIONAL/INTERNATIONAL RIDERS, COACHES, MANAGERS

STATEMENT OF COMPLIANCE

This document is to be read and signed by every rider, coach, manager and or chaperone selected to represent the PCA/PCAQ in or at an International or National event.

Please sign two copies of this two page document and return one copy each PCAQ and to PCA Headquarters.

I, .....(print name), as a representative, of the PCA/PCAQ at an International/ National event, acknowledge that I have read and understand the attached Code of Conduct and undertake to comply with the requirements contained in this document.

SIGNATURE OF RIDER

DATE:

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NAME OF PARENT/GUARDIAN

SIGNATURE OF PARENT/GUARDIAN (if rider is under 18)

DATE:

As from 22nd March 2009, any member representing the PCA/PCAQ having been found NOT to have upheld the 'Aims and Objectives' of Pony Club or to have been in breach of the PCA/PCAQ 'Code of Conduct', will NOT be considered for selection in future International/National Events .

Date of Issue: March 2009

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PONY CLUB AUSTRALIA INC.  
PONY CLUB ASSOCIATION OF QUEENSLAND

NATIONAL/INTERNATIONAL RIDERS, COACHES, MANAGERS AND OR  
CHAPERONES

CODE OF CONDUCT FOR ALL MEMBERS

Members should be aware of the Aims and Objectives of Pony Club in Australia, these are:

- i To encourage young people to ride and learn to enjoy all approved kinds of sport connected with horses and riding;
- ii To provide instruction in riding and horsemanship and to instill in members the proper care of their animals; and
- iii To promote the highest ideals of fellowship, citizenship and loyalty, and to cultivate strength of character and self-discipline

Members should also be aware that:

- i Pony Club is a youth movement and has always maintained a high standard of behavior and presentation;
- ii when representing Pony Club in any shape or form, their behavior must never compromise, bring into disrepute or embarrass the Pony Club Association;
- iii they are ambassadors of the PCA/PCQA and their actions will reflect upon everyone, including members or teams representing the PCA/PCQA in future International and or National events; and
- iv they should be proud of their involvement in the Pony Club movement and in their Pony Club uniform.

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PONY CLUB OF AUSTRALIA INC.  
PONY CLUB ASSOCIATION OF QUEENSLAND

NATIONAL/INTERNATIONAL RIDERS, COACHES, MANAGERS AND OR  
CHAPERONES

CODE OF CONDUCT FOR RIDERS

Riders come under the supervision of the Coach, Manager and or Chaperone from the time they leave their home state until they return, during this time riders are expected to behave appropriately at all times and to obey instructions and or directions given by either the Coach, Manager or Chaperone.

1. Ride by the rules.
2. Never argue with an official. If you disagree, have your Team Manager approach the official during a break or after the competition.
3. Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviors in any sport.
3. The use of bad or abusive language may entail disqualification from any event.
4. Work equally hard for yourself and/or your team. Your team's performance will benefit, so will you:
  - i treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
  - ii cooperate with your coach, team-mates and opponents.
  - iii respects the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
5. A high standard of behavior is essential and specifically includes:
  - i compliance with PCA/PCAQ policies; the Member Protection Policy, Alcohol Policy, Anti-Doping Policy and Smoke Free Policy;
  - ii no use or possession of recreational or illicit drugs;
  - iii no sexual liaisons, physical aggression or assault;
  - iv no theft or vandalising of facilities or property;
  - v no leaving a billet or group without permission;
  - vi no cruel actions or abuse of horses;
  - vii the official uniform is to be worn when representing PCA and at all times as directed by the Coach Manager or Chaperone;
  - viii no rider is to be a passenger in a vehicle driven by a person under 18 years of age.

Should a rider experience any difficulties while staying with a host family, it is important that they advise their Coach, Manager or Chaperone or immediately.

Failure by a rider to comply with the above Code of Conduct may result in him/her being dismissed from the team and required to return to their home state immediately.

Parents, Guardians or Riders aged 18 yrs and over, will be responsible for any additional costs incurred should a rider be required to return home prior to the scheduled departure date.

Date of Issue: March 2009

Date of Review: July 2012

PONY CLUB OF AUSTRALIA INC.  
PONY CLUB ASSOCIATION OF QUEENSLAND

NATIONAL/INTERNATIONAL RIDERS, COACHES, MANAGERS AND OR  
CHAPERONES

CODE OF CONDUCT FOR OFFICIALS

A Coach, Manager and or Chaperone of riders representing PCA/PCQA at National or International events must exercise their duty of care in being responsible for the safety, health and well being of riders under their supervision from the time they leave their home state until they return. During this time riders are expected to behave appropriately and to obey instructions and or directions given by the Coach, Manager or Chaperone.

1. Be consistent, objective and courteous when making decisions. Remember, you set an example. Your behavior and comments should be positive and supportive.
2. Ensure riders comply with the Code of Conduct for riders.
3. Condemn unsporting behavior and promote respect for all opponents. Emphasis the spirit of the game rather than the errors.
4. Be a good sport yourself. Actions speak louder than words.
5. Keep up to date with the rules of the competition.
6. Place the safety and welfare of the riders above all else.
7. Give all riders a 'fair go' regardless of their gender, ability, cultural background or religion.
8. A high standard of behavior is essential and specifically includes:

- . compliance with PCA/PCQA policies; the Member Protection Policy, Alcohol Policy, Anti-Doping Policy and Smoke Free Policy;
- . no use or possession of recreational or illicit drugs;
- . no sexual liaisons, physical aggression or assault;
- . no theft or vandalising of facilities or property; and
- . the official uniform is to be worn when representing PCA/PCQA and at all times as appropriate.

Date of Issue: March 2009

Date of Review: July 2012



## PARENT/GUARDIAN'S CODE OF CONDUCT

- . 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 settle disagreements without resorting to hostility or violence.
- . Never ridicule or yell at a child for making a mistake or losing a competition.
- . Remember that children learn by best example. Appreciate good performances and skilful plays by all participants.
- . Support all efforts to remove verbal and physical abuse from sporting activities.
- . Respect event officials' decisions and teach children to do likewise.
- . Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate. Please also note that for the entirety of the Tour, Team Officials appointed by the PCA and/or PCAQ are the sole arbitrators of the Team and Members
- . Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

Date of Issue: March 2009

Date of Review: July 2012

## ADMINISTRATOR'S CODE OF BEHAVIOUR

Involve young people in planning, leadership, evaluation and decision making related to the activity.

- . Give all young people equal opportunities to participate.
- . Create pathways for young people to participate in sport 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 people participate for their enjoyment and benefit. Do not over emphasise 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 junior sport emphasises fair play, and not winning at all costs.
- . Give a code of behaviour sheet to spectators, officials, parents, coaches, players and the media, and encourage them to follow it.
- . Remember, you set an example. Your behavior and comments should be positive and supportive.
- . Support implementation of the National Junior Sport Policy.
- . Make it clear that abusing young people in any way is unacceptable and will result in disciplinary action.
- . Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

Date of Issue: March 2009

Date of Review: July 2012

## SPECTATOR'S CODE OF BEHAVIOUR

- . Respect the decisions of officials and teach young people to do the same.
- . Never ridicule or scold a young rider for making a mistake. Positive comments are motivational.
- . Condemn the use of violence in any form, whether it is by other spectators, coaches, officials or riders.
- . Show respect for your team's opponents. Without them there would be no competition.
- . Do not use violence, harassment or abuse in any form (that is, do not use foul language, sledge or harass riders, coaches, officials or other spectators)
- . Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

Date of Issue: March 2009

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## PART C: SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS

### Background

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

Working with Children Check (WWCC) laws aim to prevent people who pose a risk from working with children as paid employees or volunteers. In New South Wales, Queensland, Western Australia, Victoria Northern Territory and South Australian laws require individuals involved in areas such as sport and recreation to undertake a check to determine their suitability to work (in a paid or volunteer capacity) with children. This is done by checking certain criminal history and other matters. In some states this also involves reviewing relevant findings from disciplinary proceedings. There are also requirements placed on organisations.

The Australian Capital Territory and Tasmania are currently reviewing their screening laws. New requirements and amendments will be added to this policy as they are introduced. There is no current screening process or formal legislation, however, individual employers or sporting organisations may require police checks at their discretion.

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

The state WWCC requirements apply regardless of our national, state or club Member Protection Policy.

## Attachment C1: SCREENING REQUIREMENTS

[For states/territories without Working With Children Checks such as ACT and Tasmania]

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

The PCA/PCAQ will, and also requires state associations, zones and clubs to:

1. Identify positions that involve working, coaching, supervising or regular unsupervised contact with people under the age of 18 years.
2. Obtain a completed Member Protection Declaration (MPD) (Attachment C2) from all people who are identified in the above step and keep it in a secure place.
3. Provide an opportunity for a person to give an explanation if a MPD isn't provided or it reveals that the person doesn't satisfactorily meet any of the clauses in the MPD. We will then make an assessment as to whether the person may be unsuitable to work with people under the age of 18 years. If unsatisfied we will not appoint them to the role/position.
4. Where possible, check a person's referees (verbal or written) about his/her suitability for the role.
5. Ask the people identified in step 1 to sign a consent form for a national police check.
6. Possibly request (or ask the person to request) a national 'Part Exclusion' police check from our relevant police jurisdiction. This check excludes irrelevant records. If the police check indicates a relevant offence, we will provide an opportunity for the person to give an explanation, and then we will make an assessment as to whether the person may pose a risk to or be unsuitable to work with people under the age of 18 years. If unsatisfied we will not appoint them to the role/position.
7. Make an assessment as to whether the person may be unsuitable to work with people under the age of 18 years if the person does not agree to a national police check after explaining why it is a requirement under our policy. If unsatisfied, we will not appoint them.
8. Decide whether to offer the person the position taking into account the result of the police check and any other information the club has available to it. Where it is not practical to complete the police check prior to the person commencing in the position, we will complete the check as soon as possible, and if necessary, act immediately on the outcome.
9. Protect the privacy of any person who is checked and maintain confidentiality of any information obtained through the checking process.
10. Return information collected during screening (such as a completed MPD form, police records and referee reports) to the relevant person if that person is not appointed to the position, or otherwise 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 that the documents be returned to them. For appointed persons, information will be kept on file in a secure location.

Attachment C2: MEMBER PROTECTION DECLARATION

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

I ..... (name) of .....

..... (address) born ...../...../.....

sincerely declare:

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

Declared in the State/Territory of .....

on ...../...../.....(date) Signature .....

Parent/Guardian Consent (in respect of a 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: .....

## Attachment C3: WORKING WITH CHILDREN CHILD PROTECTION REQUIREMENTS

The following information was updated in April 2009. It is subject to change at any time.

### 1. QUEENSLAND

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 Commission for Children and Young People and Child Guardian Act 2000. Once a person is checked and approved they are issued with a "blue card." Volunteers and paid employees employed in sporting organisations 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 the Queensland Commission for Children and Young People and Child Guardian before their card expires.

In addition to obligations regarding the blue card, employers must develop and implement a written child protection risk management strategy and review it each year.

For more information on the blue card, including current forms:

. [www.ccyppg.qld.gov.au](http://www.ccyppg.qld.gov.au)

. 1800 113 611

## **PART D: COMPLAINT HANDLING PROCEDURES**

### **Attachment D1: COMPLAINTS PROCEDURE**

All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

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

If you wish to remain anonymous, the PCAQ may have difficulty assisting you to resolve your complaint.

Procedural fairness (natural justice) means that the PCAQ is required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond.

**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 MPIO or the State President in the first instance,

Or if it occurred at the

. Club or Zone level or involves people operating at the club or Zone level, then the complaint should be reported to and handled by the relevant club or Zone in the first instance.

**For the purpose of this document where the term 'PCAQ' President/MPIO is used this should in the first instance refer to the Club President/MPIO as the lowest level of responsibility**

### **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 (MPIO)**

Talk with one of our Member Protection Information Officers (MPIOs) 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.

**PCAQ's MPIO is**

**Gary Price                      0421 692278**

Club MPIO Is

\_\_\_\_\_



The MPIO or a designated person will:

- . take confidential notes about your complaint;
- . try to find out the facts of the problem;
- . ask what outcome/how you want the problem resolved and if you need support;
- . provide possible options for you to resolve the problem;
- . act as a support person if you so wish;
- . refer you to an appropriate person (e.g. Mediator) to help you resolve the problem, if necessary;
- . inform the relevant government authorities and/or police if required by law to do so;
- . maintain confidentiality.

### **Step 3: Outcomes from initial contact**

After talking with the MPIO or the designated person, you may decide:

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

## **FORMAL APPROACHES**

### **Step 4: Making a Formal complaint**

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

- . make a formal complaint in writing to a MPIO or the President of the PCAQ, or
- . approach a relevant external agency such as an anti-discrimination commission, for advice.

On receiving a formal complaint and based on the material you have provided, the MPIO or the President of the PCAQ will decide whether:

- . they are the most appropriate person to receive and handle the complaint;
- . the nature and seriousness of the complaint warrants a formal resolution procedure;
- . to appoint a person to investigate (gather more information on) the complaint;
- . to refer the complaint to mediation;
- . to refer the complaint to a hearings tribunal;
- . to refer the matter to the police or other appropriate authority; and/or
- . to implement any interim arrangements that will apply until the complaint process set out in these Procedures is completed.

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

- . whether they have had any personal involvement in the circumstances which means that someone else should handle the complaint;
- . your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;

- . the relationship between you and the respondent (for example an actual or perceived power imbalance between you and the respondent);
- . whether the facts of the complaint are in dispute; and
- . the urgency of the complaint, including the possibility that you will be subject to further unacceptable behaviour while the complaint process is underway.

If the MPIO or the President of the PCAQ is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:

- . put the information they've received from you to the person/people you're complaining about and ask them to provide their side of the story;
- . decide if they have enough information to determine whether the matter alleged in your complaint did or didn't happen; and/or
- . determine what, if any, further action to take. This action may include disciplinary action in accordance with this policy.

### **Step 5: Investigation of the complaint**

- . A person appointed under Step 3 will conduct an investigation and provide a written report to the President of the PCAQ who will determine what further action to take;
- . If the complaint is referred to mediation, it will be conducted in accordance with Attachment D2 or as otherwise agreed by you and the respondent and the mediation provider;
- . If the complaint is referred to a hearings tribunal, the hearing will be conducted in accordance with part 3.5 of the PCAQ Constitution.
- . If the complaint is referred to the police or other appropriate authority, the PCA 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 PCAQ unless otherwise stated in the relevant Attachment.].

### **Step 6: Reconsideration of initial outcome/investigation or appeal**

If, under the formal complaint process, mediation is unsuccessful, you may request that the President of the PCAQ reconsider the complaint in accordance with Step 3.

There is no right of appeal under the PCAQ Constitution.

### **Step 7: Documenting the resolution**

The President of the PCAQ or delegate will document the complaint, the process and the outcome. This document will be stored in a confidential and secure place. If the complaint was dealt with at a state/district level, the information will be stored in the state association office. If the matter is of a serious nature, or if the matter was escalated to and/or dealt with at the national level, the 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. a MPIO) as a support person throughout the process. It is also common to have a legal representative, particularly at the hearing stage of a complaint.

You could also approach another external agency such as the police.

## Attachment D2: MEDIATION

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

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

## **Attachment D3: INVESTIGATION PROCESS**

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

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

1.1 Interview the complainant and record the interview in writing.

1.2 Convey full details of the complaint to the respondent (s) so that they can respond.

1.3 Interview the respondent to allow them to answer the complaint, and record the interview in writing.

1.4 Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts

1.5 Make a finding as to whether the complaint is:

- . substantiated (there is sufficient evidence to support the complaint);
- . inconclusive (there is insufficient evidence either way);
- . unsubstantiated (there is sufficient evidence to show that the complaint is unfounded);
- and/or
- . mischievous, vexatious or knowingly untrue.

1.6 Provide a report to PCAQ Board documenting the complaint, investigation process, evidence, finding and, if requested, recommendations.

2. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points that are substantiated, inconclusive, unsubstantiated and/or mischievous.

3. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person/adviser (e.g.MPIO or other person).

4. There is no right to appeal against any decision based on the investigation.

## **Attachment D4: PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE**

An allegation of child abuse is a very serious matter and must be handled with a high degree of sensitivity. It is not the responsibility of anyone working in the PCAQ 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:

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

### **Step 2 – Report allegations**

- . Immediately report any allegation or disclosure of child abuse or situation involving a child at risk of harm, to the police and/or government child protection agency. You may need to report to both.
- . Contact the relevant child protection agency or police for advice if there is any doubt about whether the complaint should be reported (for example, the allegation may relate to poor/inappropriate practice).
- . If the child's parent/s is suspected of committing the abuse, you should report the allegation to the relevant government agency.
- . If the allegation involves anyone to whom our policy applies, then also report the allegation to the President of the PCAQ 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 President of the PCAQ will assess the risks and take interim action to ensure the child's/children's safety. Action the PCAQ may implement includes redeployment of the alleged offender to a non-child related position, supervision of the alleged offender or removal/suspension from their duties until the allegations are finally determined.

. The President of the PCAQ will consider the kind of support that the child/ren and parents may need (e.g. counselling, help lines, support groups).

. The MPIO or the President of the PCAQ will address the support needs of the alleged offender.

. The MPIO or the President of the PCAQ 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:

- o Criminal (conducted by police)
- o Child protection (conducted by child protection authority)
- o Disciplinary or misconduct (conducted by PCA)

. Irrespective of the findings of the child protection and/or police inquiries, the PCAQ will assess the allegation to decide whether the person should be reinstated, banned, have their employment or position terminated or any other action.

. The decision-maker(s) will be the Board of the PCAQ and it will consider all the information, including the findings of the police, government agency and/or court, and determine a finding, recommend action and explain its rationale for the action. This may be a difficult decision particularly where there is insufficient evidence to uphold any action by the police.

. If disciplinary action is to be taken, the procedures outlined in Clause 9 of the policy will be followed.

. If disciplinary action is taken, the PCAQ will advise and provide a report to the relevant government authority should this be required (e.g. the Qld Commission for Children and Young People requires notification of relevant employment proceedings).

## **Attachment D5: HEARINGS & APPEALS TRIBUNAL PROCEDURE**

The following will be followed by hearings tribunals established by the PCAQ to hear member protection related complaints.

### Preparation for Tribunal Hearing

1. A Tribunal Panel will be constituted following the rules outlined in part 3.5 of the PCAQ Constitution, to hear a complaint that has been referred to it by the President of the PCAQ. The number of Tribunal members required to be present throughout the hearing will be as outlined in the Constitution.
2. The Tribunal members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the President of the PCAQ 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 President of the PCAQ will inform the respondent(s) in writing that a tribunal hearing will take place. The notice will outline:
  - . That the person has a right to appear at the tribunal hearing to defend the complaint/allegation;
  - . Details of the complaint, and details of all allegations and the clause of any policy or rule allegedly breached;
  - . The date, time and venue of the tribunal hearing;
  - . That they can make either verbal or written submissions to the Tribunal;
  - . That they may arrange for witnesses to attend the Tribunal in support of their position (statutory declarations of witnesses not available or from character witnesses may also be provided to the Tribunal);
  - . An outline of any possible penalties that may be imposed if the complaint is found to be true; and
  - . That legal representation will not be allowed. 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 PCAQ activities and events, pending the decision of the Tribunal, unless the President of the PCAQ believes it is necessary to exclude the respondent(s) from all or some PCAQ activities and events, after considering the nature of the complaint.

6. The President of the PCAQ or a designated person 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 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 complainant.

7. If the complainant believes the details of the complaint are incorrect or insufficient they should inform the President of the PCAQ as soon as possible so that the respondent and the Tribunal Panel members can be properly informed of the complaint.

8. It is preferable that the Tribunal include at least one person with knowledge or experience of the relevant laws/rules (e.g. Discrimination).

### **Tribunal Hearing Procedure**

9. The following people will be allowed to attend the Tribunal Hearing:

- . The Tribunal members;
- . The respondent(s);
- . The complainant;
- . Any witnesses called by the respondent;
- . Any witnesses called by the complainant;
- . Any parent / guardian or support person required to support the respondent or the complainant.

10. 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.

11. 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.

12. The Tribunal Chairperson will inform the relevant person of the need to reschedule, and the relevant person will organise for the Tribunal to be reconvened.

13. 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.

14. 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) under the PCAQ Constitution.

15. If the respondent disagrees with the complaint, the complainant will be asked to describe the circumstances that lead to the complaint being made.

- . Reference may be made to brief notes.
- . The complainant may call witnesses.
- . The respondent(s) may question the complainant and witnesses.

16. The respondent(s) will then be asked to respond to the complaint.

- . Reference may be made to brief notes.
- . The respondent may call witnesses.
- . The complainant may ask questions of the respondent and witnesses.

17. 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.

18. The Tribunal may:

- . consider any evidence, and in any form, that it deems relevant.
- . question any person giving evidence.
- . limit the number of witnesses presented to those who provide any new evidence.
- . Require the attendance of any witness it deems relevant;
- . Act in an inquisitorial manner in order to establish the truth of the issue/case before it.

19. Video evidence, if available, may be presented. The arrangements must be made entirely by the person/s wishing to offer this type of evidence.

20. If the Tribunal considers that at any time during the Tribunal Hearing that there is any unreasonable or intimidatory behaviour from anyone the Chairperson may stop further involvement of the person in the hearing.

21. 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.

22. All Tribunal decisions will be by majority vote.

23. 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.

24. Within 48 hours, the Tribunal Chairperson will:

- . Forward to the relevant person a copy of the Tribunal decision including any disciplinary measures imposed.
- . Forward a letter to the respondent(s) reconfirming the Tribunal decision and any disciplinary measures imposed. The letter should also outline, if allowed, the process and grounds for an appeal .Where the matter is of unusual complexity or importance, the Tribunal Chairperson may inform the parties in writing within 48 hours that the decision will be delayed for a further 48 hours.

25. The Tribunal does not need to provide written reasons for its decision.

## **Appeals Procedure**

[It is considered good and fair practice to provide a process to appeal against decisions or disciplinary actions imposed. The reasons allowable for an appeal need to be determined e.g. limited to such aspects as a denial of natural justice or an unfair / unreasonable penalty. The ability to, and process of, appealing a decision must be outlined in your Constitution.]

26. 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 Pony Club Association of Queensland on one or more of the following bases:

26.1 That a denial of natural justice has occurred; or

26.2 That the disciplinary measure(s) imposed is unjust and/or unreasonable.

26.3 That the decision was not supported by the information/evidence provided to the Complaints Manager/Mediator/Tribunal;

26.4 [insert other reasons if you so choose]

27. A person wanting to appeal in accordance with clause 25 must lodge a letter setting out the basis for their appeal with the President or Secretary] within 14 days of the relevant decision. [An appeal fee of \$50 shall be included with the letter of intention to appeal.]

28. If the letter of appeal is not received by the PCAQ President or 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.

29. The letter of appeal and notice of tribunal decision (clause 24) will be forwarded to the Executive committee to review and decide whether there are sufficient grounds for the appeal to proceed.

The Executive committee may invite any witnesses to the meeting it believes are required to make an informed decision.

30. If the appellant has not shown sufficient grounds for appeal in accordance with clause 26, then the appeal will be rejected. The appellant will be notified with reasons. The appeal fee will be forfeited.

31. 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.

32. The Tribunal Procedure shall be followed for the appeal.

33. The decision of an Appeal Tribunal will be final.

PART E: REPORTING DOCUMENTS

ATTACHMENT E1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

Name of person receiving complaint:

Date: //

Complainant's Name

. Over 18

. Under 18

Role/status

- . Administrator (volunteer)
- . Parent
- . Rider
- . Spectator
- . Coach/Assistant Coach
- . Support Personnel
- . Employee (paid)
- . Other
- . Official .....

Location/event of alleged issue

Facts as stated by complainant

Nature of complaint (category/basis/grounds)

Can tick more than one box

- . Harassment or
- . Sexual/sexist
- . Coaching methods
- . Personality clash
- . Race
- . Physical abuse
- . Disability
- . Pregnancy
- . Unfair decision
- . Other .....
- . Discrimination
- . Selection dispute
- . Sexuality
- . Verbal abuse
- . Bullying
- . Religion
- . Victimisation
- . Child Abuse

What they want to happen to fix issue

What information provided

What they are going to do now

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

Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name

. Over 18

.Under 18

Date Formal Complaint Received: //

Complainant's contact details

Phone:

Email:

Complainant's Role/status

- . Administrator (volunteer)
- . Parent
- . Athlete/player
- . Spectator
- . Coach/Assistant Coach
- . Support Personnel
- . Employee (paid)
- . Other
- . Official .....

Name of person complained about (respondent)

. Over 18

. Under 18

Respondent's Role/status

- . Administrator (volunteer)
- . Parent
- . Rider
- . Spectator
- . Coach/Assistant Coach
- . Support Personnel
- . Employee (paid)
- . Other
- . Official .....

Location/event of alleged issue

Description of alleged issue

Nature of complaint (category/basis/grounds)

Can tick more than one box

- . Harassment or
- . Sexual/sexist
- . Coaching methods
- . Personality clash
- . Race
- . Physical abuse
- . Disability
- . Pregnancy
- . Unfair decision
- . Other .....
- . Discrimination
- . Selection dispute
- . Sexuality
- . Verbal abuse
- . Bullying
- . Religion
- . Victimisation
- . Child Abuse

Methods (if any) of attempted informal resolution

Formal resolution procedures followed (outline)

If investigated: Finding -

If went to hearing tribunal:

Decision -

Action recommended -

If mediated:

Date of mediation -

Were both parties present -

Terms of Agreement -

Any other action taken -

If went to appeals tribunal:

Decision

Action recommended



Resolution

- . Less than 3 months to resolve
- . Between 3 – 8 months to resolve
- . More than 8 months to resolve

Completed by

Name:

Position:

Signature: //

Signed by:

Complainant:

Respondent:

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

**Attachment E3: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION**

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

Complainant's Name (if other than the child)

Date Formal Complaint Received: / /

Role/status in sport

Child's name

Age:

Child's address

Person's reason for suspecting abuse (e.g. observation, injury, disclosure)

Name of person complained about

Role/status in sport

- . Administrator (volunteer)
- . Parent
- . Athlete/player
- . Spectator
- . Coach/Assistant Coach
- . Support Personnel
- . Employee (paid)
- . Other
- . Official .....

Witnesses

(if more than 3 witnesses, attach details to this form)

Name (1):

Contact details:

Name (2):

Contact details:

Name (3):

Contact details:

Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)

Police contacted

Who:

When:

Advice provided:

Government agency contacted

Who:

When:

Advice provided:

President contacted

Who:

When:

Police and/or government agency investigation

Finding:

Internal investigation (if any)

Finding:

Action taken

Completed by

Name:

Position:

Signature: //

Signed by

Complainant (if not a child)

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