

MARYLAND FLETCHER FOOTBALL CLUB

ABN 30 301 037 868



MEMBER PROTECTION POLICY

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1. MEMBER PROTECTION POLICY STATEMENT

Maryland Fletcher Football Club is committed to providing an environment that is safe for children, adult players and other participants in Club activities and is free from harassment, bullying, discrimination, and abuse.

Respectful, positive behaviour and values are at the core of Maryland Fletcher Football Club.

This policy provides a code of behaviour and the basis of appropriate and ethical conduct which all players, volunteers, parents, spectators, and committee members must abide by.

The Club is committed to ensuring that everyone associated with Maryland Fletcher Football Club complies with this policy.

Disciplinary action will be taken against any individual whose behaviour or actions are found to be in breach of this policy.

2. PURPOSE

The main objective of the Club's Member Protection Policy is to maintain responsible behaviour and the making of informed decisions by members and other participants in this club. It outlines the Club's commitment to a person's right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment, and abuse. This policy informs everyone involved in the Club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are expected of them. It also covers the care and protection of children participating in the Club's activities

3. WHO THIS POLICY APPLIES TO

This policy applies to everyone involved in the activities of the Club whether they are in a paid or unpaid/voluntary capacity and including:

- club committee members, administrators, and other club officials.
- coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions.
- support personnel, including managers, canteen helpers, grounds men and others.
- referees and other officials.
- players.
- parents; and
- spectators.

4. EXTENT OF THIS POLICY

This policy covers all matters directly and indirectly related to the Club and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of the Club's code of conduct and behaviour that occurs at training sessions, in the club rooms, at social events organised or sanctioned by the Club, and on away and overnight trips. It also covers private behaviour where that behaviour brings the club or sport into disrepute or there is suspicion of harm towards a child or

young person.

5. CLUB RESPONSIBILITIES

The Club shall:

- adopt, implement, and comply with this policy.
- ensure that this policy is enforceable.
- publish, distribute, and promote this policy and the consequences of any breaches of this policy.
- Always promote and model appropriate standards of behaviour.
- deal with any complaints made under this policy in an appropriate manner.
- deal with any breaches of this policy in an appropriate manner.
- recognise and enforce any penalty imposed under this policy.
- ensure that a copy of this policy is available or accessible to all people and groups to whom this policy applies.
- review this policy every two years; and
- seek advice from and refer serious issues to Northern NSW Football Member Protection Information Officer (MPIO).

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g., physical assault, sexual assault, child abuse) and any other issues that Northern NSW Football request to be referred to them.

6. INDIVIDUAL RESPONSIBILITIES

Everyone associated with the Club must:

- make themselves aware of the contents of this policy.
- comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy.
- consent to the screening requirements set out in this policy, and any NSW Working with Children checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18, or where otherwise required by law.
- treat other people with respect.
- always place the safety and welfare of children above other considerations.
- be responsible and accountable for their behaviour.
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment, bullying or other inappropriate behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this policy.

7. PROTECTION OF CHILDREN

7.1. CHILD PROTECTION

The Club is committed to the safety and well-being of children and young people who participate in the Club's activities or use its services. The Club supports the rights of the child and will always act to ensure that a child safe environment is maintained. The Club also supports the rights and well-being of members and volunteers and encourages their active

participation in building and maintaining a secure, safe, fair, and inclusive environment for all participants.

7.1.1 : Identifying and Analysing Risks of Harm

The Club will develop and implement a risk management strategy, which includes a review of its existing child protection practices, to determine how child-safe the organisation is and to identify any additional steps it can take to minimise and prevent the risk of harm to children because of the action of a member, volunteer, or another person.

7.1.2 : Developing Codes of Conduct for Adults and Children

The Club will develop and promote a code of conduct that specifies standards of conduct and care that the Club expects of adults when they deal and interact with children, particularly those in the Club's care. It will also implement a code of conduct to promote appropriate behaviour between children.

The codes will clearly describe expected standards of behaviour as well as unacceptable behaviour. Refer to Attachments 1 and 2.

7.1.3 : Choosing Suitable Volunteers

The Club shall take all reasonable steps to ensure that the most suitable and appropriate people are engaged to work with children, especially those in positions that involve regular unsupervised contact with children. This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

The Club will ensure that Working with Children Checks are conducted for volunteers working with children, where an assessment is required by law.

7.1.4 : Support, Train, Supervise and Enhance Performance

The Club will ensure that all volunteers who work with children have ongoing supervision, support, and training. The Club's goal is to develop their skills and capacity and to enhance their performance so that a child-safe environment is maintained in the Club.

7.1.5 : Empower and Promote the Participation of Children in Decision-Making and Service Development

The Club will promote the involvement and participation of children and young people in developing and maintaining a child-safe environment in our club.

7.1.6 : Report and Respond Appropriately to Suspected Abuse and Neglect

The Club will ensure that volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under NSW laws to make a report if they suspect on reasonable grounds that a child has been, or is being, abused or neglected. Refer to the Club's Child Protection Policy.

In addition to any legal obligations, if any person believes that another person or group bound by this policy is acting inappropriately towards a child or is in breach of this policy, they may make an internal complaint.

Refer to the complaints procedure in section 10 of this policy.

Any person who believes a child is in immediate danger or in a life-threatening situation, should contact the police immediately.

7.2. SUPERVISION

Children under the age of 18 must be always supervised by a responsible adult. The Club will endeavour to always provide an appropriate level of supervision. If a member finds a child under the age of 18 is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

For reasons of courtesy and safety, parents must collect their children on time. If it appears a member will be left alone with just one child at the end of any club activity, they will ask another member to stay with them until the child is collected.

7.3. TRANSPORTATION

Parents and/or guardians are responsible for organising the transportation of their children to and from club activities (e.g., training and games). Where the Club makes arrangements for the transportation of children (e.g., for away matches or overnight trips), it will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate license for the vehicle being used and the appropriate safety measures are in place (e.g., fitted working seatbelts)].

7.4. TAKING OF IMAGES OF CHILDREN

Images of children can be used inappropriately or illegally. The Club requires that members, wherever possible, obtain permission from a child's parent or guardian before taking an image of a child that is not their own. The Club will also make sure that the parent or guardian understands how the image will be used.

To respect people's privacy, the Club does not allow camera phones, videos, and cameras to be used inside changing areas, showers, and toilets which the Club controls or are used in connection with the Club.

When using a photo of a child, the Club will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the child's parent or guardian. The Club will not provide information about a child's hobbies, interests, school or the like, as this can be used by paedophiles or other persons to "groom" a child.

The Club will only use images of children that are relevant to the Club's activities, and it will ensure that they are suitably clothed in a manner that promotes the Club. The Club will seek permission from a child's parent or guardian before using their images.

8. DISCRIMINATION, HARASSMENT AND BULLYING

The Club is committed to providing an environment in which people are treated fairly and equitably and an environment that is, as far as practicable, free from all forms of discrimination, harassment, and bullying.

The Club recognises that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, harassed, or bullied.

8.1. DISCRIMINATION

Unlawful discrimination involves the less favourable treatment of a person based on one or more of the personal characteristics protected by NSW or Commonwealth anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

- **Direct discrimination** occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably because of that personal characteristic.
- **Indirect discrimination** occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement, condition or practice is not reasonable.

To determining discrimination, the offender's awareness and motive are irrelevant.

8.2. HARASSMENT

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends, or humiliates another person and which happens because a person has a certain personal characteristic protected by NSW or Commonwealth anti-discrimination legislation.

The offensive behaviour does not have to take place several times – a single incident can constitute harassment.

Sexual harassment is one type of harassment. Sexual harassment involves unwelcome conduct, remarks, or innuendo of a sexual nature. It covers a wide range of behaviours and can be verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex.

Every person is covered by the NSW anti-discrimination laws as well as Commonwealth anti-discrimination laws.

The following is a list of all the personal characteristics that apply throughout Australia:

- gender.
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration.
- national extraction or social origin.
- marital status, relationship status, identity of spouse or domestic partner.
- pregnancy, potential pregnancy, breastfeeding.
- family or carer responsibilities, status as a parent or carer.
- age.
- religion, religious beliefs, or activities.
- political beliefs or activities.
- lawful sexual activity.
- sexual orientation and gender identity.
- profession, trade, occupation or calling.
- irrelevant criminal record, spent convictions.
- irrelevant medical record.
- member of association or organisation of employees or employers, industrial activity, trade union activity.
- physical features.
- disability, mental or physical impairment.
- defence service; and

- personal association with someone who has, or is assumed to have, any of these personal characteristics.

Legislation also prohibits:

- racial, religious, homosexual, transgender and HIV/AIDS vilification; and
- victimisation resulting from a complaint.

8.3. BULLYING

The Club is committed to providing an environment that is free from bullying. The Club understands that bullying has the potential to result in significant negative consequences for an individual's health and well-being and the Club regards bullying in all forms as unacceptable.

Bullying is characterised by repeated, unreasonable behaviour directed at a person, or group of persons, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend, or intimidate a person. Bullying behaviour can include actions of an individual or group.

While generally characterised by repeated behaviours, one off instance can amount to bullying.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism.
- excluding or isolating a group or person.
- spreading malicious rumours; or
- psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs using technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. The Club will not tolerate abusive, discriminatory, intimidating, or offensive statements being made online.

If any person believes they are being, or have been, bullied by another person or group bound by this policy, he or she may make a complaint. Refer to section 10 of this policy.

9. INCLUSIVE PRACTICES

The Club is welcoming, and it will seek to include members from all areas of the community.

The following are examples of some of the Club's inclusive practices.

9.1 PEOPLE WITH A DISABILITY

The Club will not discriminate against any person because they have a disability. Where it is necessary, the Club will make reasonable adjustments (e.g., modifications to equipment and rules) to enable participation.

9.2 PEOPLE FROM DIVERSE CULTURES

The Club will support, respect, and encourage people from diverse cultures and religions to participate in the Club and where possible we will accommodate requests for flexibility (e.g., modifications to uniforms).

9.3 SEXUAL AND GENDER IDENTITY

All people, regardless of their sexuality or gender identity, are welcome at the Club. The Club strives to provide a safe environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

9.4 GIRLS PLAYING IN BOYS TEAM

If there is not a separate girls' competition, the Club will support girls playing in boys' teams up until the age of 12 years.

The Club notes that Commonwealth anti-discrimination laws provide that it is not unlawful to discriminate on grounds of sex by excluding persons from participation in any competitive sporting activity in which the strength, stamina or physique of competitors is relevant.

If a child is over the age of 12 years, the Club will consider each request on an individual basis by considering the nature of the sport and other available opportunities to compete.

10. RESPONDING TO COMPLAINTS

10.1. COMPLAINTS

The Club takes all complaints about on and off-field behaviour seriously. The Club will handle complaints based on the principles of procedural fairness and ensure:

- all complaints are taken seriously.
- the person against whom the complaint is lodged (**the respondent**) is given full details of what is being alleged against him/her and can respond to those allegations.
- irrelevant matters are not considered.
- decisions are unbiased; and
- any penalties imposed are reasonable.

More serious complaints may be escalated to Northern NSW Football.

If the complaint relates to suspected child abuse, sexual assault, or other criminal activity, then the Club may need to report the behaviour to the police and/or relevant government authority, for example the Department of Family and Community Services (DoCS). Refer to the Club's Child Protection Policy.

10.2. COMPLAINT HANDLING PROCESS

When a complaint is received by the Club, the person receiving the complaint (e.g., President, Member Protection Information Officer) will:

- listen carefully and ask questions to understand the nature and extent of the concern.
- ask person making the complaint (**the complainant**) how they would like their concern to be resolved and if they need any support.
- explain the different options available to help resolve the complainant's concern.

- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the Club will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about.
- bringing all the people involved in the complaint together to talk objectively through the problem. Note: this could include external mediation.
- gathering more information, for example, from other people who may have seen the behaviour.
- seeking advice from Northern NSW Football or from an external agency (e.g., State Sport and Recreation or anti-discrimination agency).
- referring the complaint to Northern NSW Football; and/or
- referring the complainant to an external agency such as a community mediation centre, police, or anti-discrimination agency.

In situations where a complaint is referred to Northern NSW Football and an investigation is conducted, the Club will:

- co-operate fully with the investigation.
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on Northern NSW Football's recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

10.3. DISCIPLINARY SANCTIONS

The Club may take disciplinary action against anyone found to have breached the Club's policy or who has made a false and/or malicious allegation. Any disciplinary measure imposed under the policy must:

- be applied consistently with any other written undertakings and/or understandings made with that person by the Club.
- be fair and reasonable.
- be based on the evidence and information presented and the seriousness of the breach; and
- not exceed or conflict with disciplinary measures in the Club's constitution.

Possible sanctions that may be taken include:

- a direction that the individual makes a verbal and/or written apology.
- counselling of the individual to address behaviour.
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by the Club.
- suspension or termination of membership, participation or engagement in a role or activity.
- de-registration of accreditation for a period or permanently.
- a fine; or
- any other form of discipline that the Club considers reasonable and appropriate.

10.4. APPEALS

The complainant or respondent will be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by the Club) to Northern NSW Football. Appeals must be based on any right of appeal provided for in the Club's constitution.

11. POLICY REVIEW

This policy will be reviewed every two years to ensure that it remains relevant to Club operations and reflects both community expectations and legal requirements.

Approved:

Review:

ATTACHMENT 1

CODES OF CONDUCT

MARYLAND FLETCHER FOOTBALL CLUB CODE OF CONDUCT - GENERAL



GENERAL PRINCIPLES

For the benefit of all participants and their enjoyment of the game of soccer, all players, managers, coaches, club officials, parents and spectators must exhibit good behaviour and comply with these codes of conduct when they participate in competitions run by Football Federation Australia (FFA) or carry out their duties for their team or the Club.

It is an offence to:

- Use offensive, insulting or abusive language or gestures.
- Use inflammatory language or gestures.
- Make unsporting remarks.
- Publish inflammatory, defamatory, or unsporting remarks via any written or electronic media (e.g.: club newsletter, Facebook, website, or email).
- Bring the game into disrepute.
- Act in a manner that is prejudicial to any other participant, club or the FFA, Northern NSW Football or Newcastle Football.

Offenders will be cited to appear before the relevant committee, or the issue be forwarded to the Newcastle Football or Northern NSW Football.

In addition to these general principles, the following codes of conduct apply to anyone participating in activities and events run by Maryland Fletcher Football Club:

- Parent Code of Conduct
- Spectator Code of Conduct
- Player Code of Conduct
- Coach Code of Conduct, and
- Working With Children Code of Conduct.

PARENT AND SPECTATOR CODE OF CONDUCT



PARENT CODE OF CONDUCT

- Remember that children play the sport for their enjoyment, and not yours.
- Encourage children to play according to the rules and spirit of the game.
- Encourage all children to participate, do not force them.
- Focus on the child's efforts and performance rather than the result of the activity (that is, winning or losing).
- Encourage children to always participate according to the rules.
- Never ridicule or yell at a child for making a mistake or losing a game.
- Remember that children learn best by example, so applaud good play by both teams.
- Support all efforts to remove racial and religious vilification, verbal, and physical abuse from sporting activities.
- Respect the match official's decisions and teach your child to do likewise. Do not argue with or abuse any match official. Match officials are not required to explain any decision that they make.
- Show respect and appreciation to Club officials, including coaches, officials, and administrators. Ensure any issues are raised through the correct channels.
- 'Smart Supporting' – not loud and intense but calm, always relaxed and positive.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background, or religion.
- Do not smoke or consume alcohol near the team bench (Technical Area) or within 3m of the sideline.

SPECTATOR CODE OF CONDUCT

- Applaud good play and performances from both teams and be forward in congratulating all participants on their performance regardless of the outcome.
- Respect the match official's decisions on the day. Do not argue with or abuse any match official. Match officials are not required to explain any decision that they make.
- Condemn the use of violence in any form, be it by spectators, coaches, officials, or players.
- Show respect to for both teams when watching matches, because without them there would be no game.
- Encourage players to follow rules and accept the decision of the match official.
- Do not intimidate, harass, or use foul language towards, players, match officials, Club officials or spectators.
- Do not smoke or consume alcohol near the team bench (Technical Area) or within 3m of the sideline.

PLAYER AND COACH CODE OF CONDUCT



PLAYER CODE OF CONDUCT

- Play for the fun of it, not just to please your parents or coach.
- Play by the Laws of the Game.
- Never argue with or complain about referees' calls or decisions.
- Control your temper. Most of all, resist the temptation to retaliate when you feel you have been wronged.
- Concentrate on playing soccer to the best of your efforts. Work equally hard for your team as for yourself.

COACH CODE OF CONDUCT

- Enthusiastically support and practice the *Everyone Plays, Good Sportsmanship* and *Positive Coaching* philosophies of the NSW Amateur Soccer Federation.
- Be reasonable in your demands on a young player's time, energy, enthusiasm, and performance on the field.
- Impress on your players that they must always abide by the Laws of the Game.
- Develop team respect for the ability of opponents and for the judgement of referees and opposing coaches.
- Ensure that your players' soccer experience is one of fun and enjoyment – winning is only part of it.
- Players should never be yelled at or ridiculed for making mistakes or losing a game.
- Set a good example and be generous with your praise when it is deserved. Children need a coach they can respect.
- Keep informed of sound principles of coaching, growth, and child development.
- Check your equipment and playing facilities. They should meet safety standards and be appropriate for the age and ability of your players.
- Follow the advice of a doctor or physician when determining when an injured child is ready to play again.

ATTACHMENT 2

WORKING WITH CHILDREN CODE OF CONDUCT

MARYLAND FLETCHER FOOTBALL CLUB

ABN 30 301 037 868



**WORKING WITH CHILDREN
CODE OF CONDUCT**

WORKING WITH CHILDREN CODE OF CONDUCT

1. STATEMENT OF COMMITMENT

Maryland Fletcher Football Club is committed to ensuring that the safety, welfare and well-being of children and young persons is always maintained during their participation in sporting and recreation activities conducted by the Club.

We provide high quality programs for children and young persons that are safe and welcoming for them.

All children and young persons in the care of the Maryland Fletcher Football Club will be looked after in an open, respectful, and caring way.

2. CODE OF CONDUCT

Everyone participating in Maryland Fletcher Football Club's programs (including children, young persons, parents, volunteers, and visitors) must keep to the following codes of behaviour:

3. WHAT TO DO

- Treat everyone with respect and honesty – children, young persons, parents, volunteers, referees etc.
- Remember to be a positive role model to children in all your conduct with them.
- Set clear boundaries about appropriate behaviour between yourself and children and young persons in all activities conducted by the Club.
- Be aware of and follow the requirements and guidelines set out in the Maryland Fletcher Football Club Child Protection Policy.
- Always have another adult present or in sight when conducting one to one coaching, instruction etc.
- Record and act on serious complaints of abuse.

4. WHAT NOT TO DO

- Do not develop and 'special' relationships with children or young persons that could be seen as favouritism such as offering gifts or special treatment.
- Do not do things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes.
- Do not visit a child unless it has been arranged beforehand with the parent and the parent will be always present during the visit.
- Do not initiate any close physical contact with a child or young person. As a rule, open displays of contact initiated by a child, in the presence of others, are acceptable and can be reciprocated.
- Do not administer physical punishment, even if in fun, as it may be construed as physical abuse. Coaches should take care not to cause harm or act in violent ways when playing physical games.
- Do not be involved in any inappropriate conversations or communication with children or young persons. This includes anything that can be construed as sexual, sexual innuendo, swearing, discussion of body parts, ridicule, mockery, or verbal abuse. We should always be aware of the power of our speech.
- Do not send any personal correspondence to a child or young person (e.g. letters, emails, SMSs, Facebook chats etc.)

- Do not make personal phone calls to a child or young person, except where specific permission has been given by a parent. If a child or young person needs to be phoned for any reason, it should be normal practice to speak with a parent either at the start or the end of the call.
- Do not initiate personal contact with a child or young person outside of official Club events. Where a volunteer meets a child or young person out of Club times unintentionally (e.g. bumping into a child at the local shops), it is appropriate to greet the child and converse briefly, but inappropriate to go anywhere in private with them.

Approved: 2024

Review: 2027

ATTACHMENT 3

**MEMBER PROTECTION INFORMATION OFFICER POSITION
DESCRIPTION**



Member Protection Information Officer

Position description NNSWF Clubs



Purpose of Role (Why does this role exist?)

The Member Protection Information Officer (MPIO) provides information and guidance on complaints procedures - they are the 'go to' person for members who want to discuss problems at their club, particularly if they are considering making a formal complaint.

MPIOs provide information about a person's rights, responsibilities and options to individuals making a complaint or raising a concern. They can also provide information to administrators and complaint handlers about the Member Protection Policy.

MPIOs play a key role in ensuring Football is safe, fair, and inclusive. MPIOs do this through ensuring club people and administrators know their rights and responsibilities and ensuring policies that focus on member protection are being implemented. Such policies may include but are not limited to the complaints policy and procedures, child protection policies, harassment, and discrimination policies.

Key Areas of Responsibility (Over what areas does this role have responsibility and accountability?)

- Listen to complaints and concerns from members
- Provide support, information and options to members in regard to their complaint or concern
- Understand club policies and procedures in relation to complaints, member protection and code of conduct.
- Keep up to date with information relating to Member Protection
- Manage documents relating to child protection and the NSW Working with Children Check
- Verify Working with Children Check numbers online
- Maintain confidential records of complaints or concerns
- Assist and provide information to the club committee in relation to Member Protection

Knowledge, skills, and behaviour required (Competency)

- Completed the Member protection Information Officer Course
- Good interpersonal and communication skills
- Be accessible and approachable
- Good understanding of governing Constitution/By-Laws/Policies and Procedures
- Good organisational skills
- Conflict resolution skills
- Ability to provide support but not take over conversations
- **MPIOs must hold a valid NSW Working with Children Check**

Interactions and Conflicts of interest

An MPIO interacts with the club committee, players parents, coaches, managers, volunteers, officials, spectators

- An MPIO should be independent of any decision making at their club and be neutral in their role.
- An MPIO should ensure there is no conflict of interest in any matters they respond to
- A committee member can have MPIO training, however they should not hold the role of MPIO if they are to be part of decision-making process in relation to complaints

ATTACHMENT 4

RECORD OF COMPLAINT



RECORD OF COMPLAINT

Name of person receiving complaint		Date: / /
Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Complainant's contact details	Phone: Email:	
Complainant's role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Name of person being complained about (Defendant)	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Defendant's role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Location/event of alleged issue		
Description of alleged issue		

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<input type="checkbox"/> Harassment <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	