



ICE HOCKEY AUSTRALIA

MEMBER PROTECTION POLICY

VERSION 04

01 January 2010



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REVIEW HISTORY OF ICE HOCKEY AUSTRALIA MEMBER PROTECTION POLICY

Version	Date reviewed	Date endorsed	Content reviewed/purpose
One	Date Created	01 July 2004	<ul style="list-style-type: none"> Policy developed by Rigby-Cooke Lawyers
Two	April 2007	29 April 2007	<ul style="list-style-type: none"> Policy reviewed and updated for Legal & Moral Obligations Part B restructured to allow new attachments to be added Reference to The Essence of Australian Sport added (2) Amendments to the Dictionary (discrimination and harassment) Minor amendment to the Anti-discrimination and harassment Policy Statement (7.2) Second version of suggested wording for Sexual Relationships Policy Statement added (7.3) Pregnancy Policy Statement added (7.4) Gender Identity Policy Statement added (7.5) reference to other relevant existing policies (7.6) QLD and NSW Child Protection attachments updated to reflect changes in legislation (Part B) Information on SA and VIC Child Protection requirements added to reflect new legislation (Part B) Minor changes to wording to investigation of child abuse procedures (Part C)
Three	October 2008	01 January 2009	<ul style="list-style-type: none"> Refinement to wording in all clauses (to provide greater clarity)
Four	October 2009	01 January 2010	<ul style="list-style-type: none"> Inclusion of clause on taking images of children (6.2) Reference to cyber bullying included (6.3) Refinement to wording in all clauses (to provide greater clarity) Revised and condensed working with children check/child protection attachment (to cover amendments to child protection laws) General Code of Behaviour removed from core policy (to reduce confusion with Code of Behaviour & Ethics attachments) Numbering of attachments re-ordered (Codes of Behaviour moved from attachment D to attachment B)

PREFACE

The Australian Ice Hockey Federation, trading as Ice Hockey Australia, is committed to the health, safety and well being of all members and those who participate in Ice Hockey Australia sanctioned activities and/or events. Ice Hockey Australia and its Member State Associations and affiliate Organisations are dedicated to provide a safe environment for Ice Hockey Australia members and service providers.


As a sport, the Ice Hockey Australia Board and Directors are acutely aware of Ice Hockey Australia's responsibilities in ensuring a safe and harassment-free sport for all of Ice Hockey Australia's competitors, coaches, officials, administrators, volunteers and supporters.

This Policy has been developed under the guidance of the Australian Sports Commission to set out Ice Hockey Australia's commitment to strong ethical principles and the compliance requirement for all participating members in its sanctioned activities to comply with the principles of responsible and professional behaviour.

Ice Hockey Australia believes everyone who participates in its activities has the right to be treated with respect and dignity. They also have the right to have any complaints dealt with in a fair, confidential and sensitive manner, and to be given the opportunity to be heard before any penalties are imposed. This policy also recognises that certain types of harassment and discrimination are unlawful and that the notification of abuse, in certain cases, is a legal requirement.

Ice Hockey Australia seeks to recruit and retain only those people who are safe and who are committed to the principles set out in this Policy. To this end, Ice Hockey Australia seeks the right to obtain a Police check and undertake a rigorous recruitment process before employing or engaging people to be involved in its activities, especially for roles involving people 18 years of age and under.

It is Ice Hockey Australia's commitment to ensure everyone associated with Ice Hockey Australia is aware of and complies with this Policy. It is for this reason, the Ice Hockey Australia Board and Directors reviews and updates its Policies annually to ensure current policies comply with Australian Legislative and the Australian Sports Commission's anti-discrimination, member and child protection requirements.

A handwritten signature in blue ink, appearing to read "Don Rurak".

Don Rurak
President
Ice Hockey Australia

01 January 2010

Part A: Member Protection Policy

A1. Introduction

Ice Hockey Australia's mission is to "To be a highly recognised alternative sport for Australian Youth".

In achieving this mission, Ice Hockey Australia recognises that in order to continue effectively managing and promoting the sport of ice hockey, the organisation requires quality programs and a strong working relationship with all of the sport's stakeholders. A strong working relationship requires a sincere set of core values and business acumen when dealing with one another. These are listed, but not limited to:

a) Core Values

- being responsible to member and stakeholder needs;
- consult and endeavor to reach common understandings;
- be open and transparent;
- listen and communicate openly; and
- to accept full responsibility for all decisions and actions.

b) Relationship Attributes

- continually strive for excellence and maximise performance;
- be cooperative and work as a team;
- operate in an environment of innovation and continuous improvement;
- be leaders in our fields of expertise;
- listen and communicate openly;
- accept full responsibility for our decisions and actions; and
- to value the well-being and diversity of Ice Hockey Australia's members and stakeholders.

A2. Purpose of this policy

This National Member Protection Policy (policy) aims to maintain ethical and informed decision-making and responsible behaviours within the sport of ice hockey. It outlines Ice Hockey Australia's 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 the sport at the national 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 Ice Hockey Australia's commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour. As part of this commitment, Ice Hockey Australia will take disciplinary action against any person or organisation bound by this policy if they breach it.

This policy has been endorsed by the Ice Hockey Australia Board and has been incorporated into Ice Hockey Australia's Sport Regulations and Policies. The policy starts on the 01st January 2010 and will operate until replaced. Copies of the current policy and its attachments can be obtained from Ice Hockey Australia's website at www.iha.org.au and Ice Hockey Australia's Office at iha@iha.org.au.

For information on the rights, responsibilities and requirements for people involved in the sport at the state and club level please refer to the member protection policies of the relevant state association or club.

A3. Who this Policy Applies To

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

- 3.1 Persons appointed or elected to national boards, committees and sub-committees;
- 3.2 Employees of Ice Hockey Australia;
- 3.3 Members of Ice Hockey Australia's Executive and Directors;

- 3.4 Support personnel appointed or elected to national teams and squads (e.g. chefs de mission, team managers, team medical officers, equipment officers, physiotherapists, psychologists, masseurs and sport trainers);
- 3.5 National team coaches and assistant coaches;
- 3.6 National representative athletes;
- 3.7 National nominated on and off-ice officials and other officials involved in the regulation of the sport;
- 3.8 Members, including Life Members of the national body;
- 3.9 Athletes, coaches, officials and other personnel participating in events and activities, including camps and training sessions, held or sanctioned by Ice Hockey Australia;
- 3.10 Any person including spectators, parents/guardians and sponsors, who or which agrees in writing (whether on a ticket, entry form or otherwise) to be bound by this policy; and
- 3.11 Any person who may be a member, official or volunteer of a sanctioned national league, tournament or event (e.g. Australian Ice Hockey League (AIHL), Australian Women's Ice Hockey League (AWIHL), Old-timers Ice Hockey Network (OiHAN), etc.

This policy also applies to the following associations:

- 3.12 Member associations;
- 3.13 Affiliated clubs and associated organisations; and
- 3.14 National Women's, Coaching, Officiating, Medical and Player Development Councils.

Member associations are required to adopt and implement this policy and to provide proof to the Ice Hockey Australia of the approval of the policy by their relevant board in accordance with its constitution. Member associations must also undertake to ensure that their 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 stopped their association or employment with Ice Hockey Australia, if disciplinary action against that person has commenced.

A4. Responsibilities of the Organisation

The national body, member and affiliated associations, affiliated clubs and leagues must:

- 4.1 Adopt, implement and comply with this policy;
- 4.2 Make such amendments to its or 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 [e.g. Member Protection Information Officers (MPIOs)]; and
- 4.10 Monitor and review this policy at least annually.

A5. 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 Ice Hockey Australia's 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.

A6. Position Statements**6.1 Child Protection**

Ice Hockey Australia acknowledges that Ice Hockey Australia's staff, members and volunteers provide a valuable contribution to the positive experiences of children involved in the sport. Ice Hockey Australia aims to continue this and to take measures to protect the safety and welfare of children participating in the 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 Ice Hockey Australia's 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; and
- Adopting practices that reduce risks and provide the greatest opportunity of having a child safe environment.

Anyone who reasonably suspects that a child has been or is being abused by someone within our sport, is to report it immediately to the police or relevant government agency and Ice Hockey Australia's President, IHA or State Association MPIO. Descriptions of the sorts of activity which may be abuse are in the Dictionary at A10. 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. Ice Hockey Australia's 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. Ice Hockey Australia 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. Ice Hockey Australia also requires the privacy of others to be respected, and therefore disallows the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If Ice Hockey Australia 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. Ice Hockey Australia will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. Ice Hockey Australia will not display information about hobbies, likes / dislikes, school, etc., as this information can be used as grooming tools by pedophiles or other persons. Ice Hockey Australia will only use appropriate images of a child, relevant to the sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

Ice Hockey Australia requires its members, member associations and clubs to do likewise.

6.3 Anti-Discrimination and Harassment

Ice Hockey Australia 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 A10, 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 Ice Hockey Australia's complaints procedure outlined in attachment D1 of this policy. This will explain what to do about the behaviour and how Ice Hockey Australia will deal with the problem.

6.4 Sexual Relationships

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

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

In the event that an athlete 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 athlete may wish to approach Ice Hockey Australia's President, IHA or State Association MPIO Complaints Officer if they feel harassed. Ice Hockey Australia's 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 the sport should be removed. Ice Hockey Australia 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 the sport.

Ice Hockey Australia recommends that pregnant women wanting to participate in the sport of ice hockey consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation. Ice Hockey Australia will only require pregnant women to sign a disclaimer if Ice Hockey Australia requires other participants to sign one in similar circumstances. Ice Hockey Australia 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. Ice Hockey Australia 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 behaviour which could be regarded as transgender discrimination or harassment are provided in the Dictionary at A10.

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

Ice Hockey Australia 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,

Ice Hockey Australia will seek advice on the application of those laws in the particular circumstances.

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

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

A7. Complaints Procedures

7.1 Complaints

Ice Hockey Australia 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 Ice Hockey Australia's President or MPIO Complaints Officers.

The lowest level at which a matter can be dealt with shall always be preferred. Therefore, if a complaint relates to behaviour or an incident that occurred at the:

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

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

A complaint may be dealt with informally or formally. The complainant usually decides this unless Ice Hockey Australia's President or MPIO Complaints Officers 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. Ice Hockey Australia's 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

Ice Hockey Australia aims for its complaints procedure to have integrity and be free of unfair repercussions or victimisation. If at any point in the complaints process Ice Hockey Australia's President or MPIO Complaints Officers considers that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious, the matter may be referred to Ice Hockey Australia's Disciplinary Committee for appropriate action which may include disciplinary action against the complainant.

Ice Hockey Australia 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

Ice Hockey Australia 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, Ice Hockey Australia's President will, in consultation with the complainant, arrange for a neutral third party mediator where possible. Whilst it is the right of the reported person or persons to have legal representation, Ice Hockey Australia discourages this practice. Should the reported person reserve the right to be legally represented, then they must bear all ensuing costs associated with their legal representation regardless of the outcome.

More information on the mediation process is outlined in attachment D2.

7.4 Tribunals

A Tribunal may be convened to hear a formal complaint:

- referred to it by Ice Hockey Australia's President;
- referred to it or escalated by a state association; and/or
- for an alleged breach of this policy.

Ice Hockey Australia's Tribunal procedure is outlined in attachment D5.

A respondent may lodge an appeal only to Ice Hockey Australia's Appeal Tribunal in respect of a Tribunal decision. The decision of the Appeal Tribunal is final and binding on the people involved. Ice Hockey Australia's appeals process is outlined in attachment D5.

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

A8. 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 (attachments B to this policy);
- 8.2 Bringing the sport and/or Ice Hockey Australia into disrepute, or acting in a manner likely to bring the sport and/or Ice Hockey Australia into disrepute;
- 8.3 Failing to follow Ice Hockey Australia's 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 Ice Hockey Australia 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.

A9. Disciplinary Measures

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

- Be applied consistent with any contractual and employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach; and
- Be determined in accordance with Ice Hockey Australia's Constitution, Sport Regulations, Policies, including this policy and/or Rules of the sport.

9.1 Individual

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

- 9.1.1 A direction that the individual make a verbal and/or written apology;
- 9.1.2 A written warning;
- 9.1.3 A direction that the individual attend counselling to address their behaviour;
- 9.1.4 A withdrawal of any awards, placing, records, and achievements bestowed in any tournaments, activities or events held or sanctioned by Ice Hockey Australia;
- 9.1.5 A demotion or transfer of the individual to another location, role or activity;
- 9.1.6 A suspension of the individual's membership or participation or engagement in a role or activity;
- 9.1.7 Termination of the individual's membership, appointment or engagement;
- 9.1.8 A recommendation that Ice Hockey Australia 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 Ice Hockey Australia's Board considers appropriate.

9.2 Organisation

If a finding is made that an Ice Hockey Australia member or affiliated organisation has breached its own or this national Member Protection Policy, one or more of the following forms of discipline may be imposed by Ice Hockey Australia's Board:

- 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 national body or a peak association ceases from a specified date;
- 9.2.5 A direction that the national body and peak associations cease to sanction events held by or under the auspices of that organisation;
- 9.2.6 A recommendation to the national body and/or the association that its membership of the national body or 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 to be 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.

A10. 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 Association or Organisation means a member association or sanctioned organisation who is not a voting member on Ice Hockey Australia's Board;

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 7.1.

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.

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

Examples of Discrimination

- **Age:** A club refuses to allow an older person to coach a team simply because of age.
- **Breastfeeding:** A member of the club who is breastfeeding a baby in the club rooms is asked to leave.
- **Disability:** A junior player is overlooked because of mild epilepsy.
- **Family responsibilities:** A club decides not to promote an employee because he has a child with a disability even though the employee is the best person for the job.

- **Gender Identity:** A transgender contract worker is harassed when employees refuse to call her by her female name.
- **Homosexuality:** An athlete is ostracised from her team after it becomes known that she is a lesbian.
- **Marital Status:** A player is deliberately excluded from team activities and social functions because she is single
- **Pregnancy:** A woman is dropped from a squad when she becomes pregnant.
- **Race:** An Italian referee is not permitted to referee games with a high proportion of Italian players on one team because of his race.
- **Sex:** Specialist coaching is only offered to male players in a mixed team.

Harassment is any type of 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 such as homosexuality, gender identity, HIV/AIDS, religion and disability – see vilification.

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

Member means a Registered Individual Member of Ice Hockey Australia.

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

Attachment B1: Ice Hockey Australia Members Code of Behaviour & Ethics

As a registered member of Ice Hockey Australia, all individuals agree to abide by the Ice Hockey Australia Member Code of Behaviour and Ethics. This Member Code applies to all Ice Hockey Australia members, including players, coaches, officials, administrators, managers, office holders and employees.

As a member of Ice Hockey Australia the participants are to adhere to the following requirements in regard to their behaviour during any activity held by or under the auspices of Ice Hockey Australia or a Member State or Territory Association and in any role they hold within Ice Hockey Australia or a Member State or Territory Association.

1. Respect the rights, dignity and worth of others;
2. Be fair, considerate and honest in all dealing with others;
3. Be professional in, and accept responsibility for their actions;
4. Make a commitment to providing quality service;
5. Demonstrate a high degree of individual responsibility, especially when dealing with persons under 18 years of age, as your words and actions serve as examples;
6. Be aware of and maintain an uncompromising adherence to Ice Hockey Australia standards, Constitution, By-Laws and policies;
7. Operate within the rules of ice hockey including national and international guidelines, which govern Ice Hockey Australia and the Member State and Territory Associations;
8. Understand their responsibility if they breach or are aware of any breaches of this Code of Behaviour & Ethics;
9. Do not use their involvement with Ice Hockey Australia or a Member State or Territory Association to promote their own beliefs, behaviors or practices where these are inconsistent with those of Ice Hockey Australia and the Member State or Territory Association;
10. Avoid unaccompanied and unobserved activities with persons under 18 years of age in accordance with the Ice Hockey Australia Member Protection Policy;
11. Refrain from any form of abuse towards others;
12. Refrain from any form of harassment towards or discrimination of others;
13. Provide a safe environment for the conduct of the activity;
14. Show concern and caution towards others who may be ill or injured;
15. Be a positive role model at all times.

Attachment B2: Ice Hockey Australia Players Code of Behaviour & Ethics

In addition to Ice Hockey Australia's General Code of Behaviour & Ethics, Ice Hockey Australia member players are required to meet the following requirements in regard to their behaviour during any activity sanctioned by Ice Hockey Australia, Member State Association or an Affiliated Club:

1. Respect the rights, dignity and worth of fellow players, coaches, officials and spectators;
2. Do not tolerate acts of aggression;
3. Respect the talent, potential and development of fellow players and competitors;
4. Care for and respect the equipment provided to you as part of your program;
5. Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements;
6. At all times avoid intimate relationships with your coach;
7. Conduct yourself in a professional manner relating to language, temper and punctuality;
8. Maintain high personal behaviour standards at all times;
9. Abide by the rules and respect the decision of the official, making all appeals through the formal process and respecting the final decision;
10. Be honest in your attitude and preparation to training. Work equally hard for yourself and your team; and
11. Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level.

Attachment B3: Ice Hockey Australia Coaches Code of Behaviour & Ethics

1. Respect the rights, dignity and worth of every human being.	<ul style="list-style-type: none"> • Within the context of the activity, treat everyone equally regardless of sex, disability, ethnic origin or religion. • Encourage and support opportunities for people to learn appropriate behaviors and skills.
2. Ensure the athlete's time spent with you is a positive experience.	<ul style="list-style-type: none"> • All athletes are deserving of equal attention and opportunities.
3. Treat each athlete as an individual.	<ul style="list-style-type: none"> • Respect the talent, developmental stage and goals of each individual athlete. • Help each athlete reach their full potential. Support opportunities for participation in all aspects of the sport. • Be honest and do not allow your qualifications to be misrepresented.
4. Act with integrity and objectivity, and accept responsibility for your decisions and actions.	<ul style="list-style-type: none"> • Display high standards in your language, manner, punctuality, preparation and presentation. • Display control, respect, dignity and professionalism to all involved with the sport – this includes opponents, coaches, officials, administrators, the media, parents and spectators. • Encourage athletes to demonstrate the same qualities
5. Make a commitment to providing a quality service to your athletes.	<ul style="list-style-type: none"> • Maintain or improve your current NCAS accreditation. • Help each person (athlete, official etc) reach their potential - respect the talent, developmental stage and goals of each person and compliment and encourage with positive and supportive feedback.
6. Operate within the rules and spirit of your sport, promoting fair play over winning at any cost.	<ul style="list-style-type: none"> • The guidelines of national and international bodies governing your sport should be followed. Please contact your sport for a copy of its rule book, constitution, by-laws, relevant policies (e.g. anti-doping policy, selection procedures etc.) • Coaches should educate their athletes on drugs in sport issues in consultation with the Australian Sports Anti-Doping Authority. (ASADA)
7. Any physical contact with athletes should be appropriate to the situation and necessary for the athlete's skill development	<ul style="list-style-type: none"> • Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance will exist) with people under the age of 18 years. • Any physical contact with a person should be appropriate to the situation and necessary for the person's skill development.
8. Refrain from any form of personal abuse towards your athletes. *	<ul style="list-style-type: none"> • This includes verbal, physical and emotional abuse. • Be alert to any forms of abuse directed towards your athletes from other sources whilst they are in your care.
9. Ensure your decisions and actions contribute to a harassment free environment.	<ul style="list-style-type: none"> • This includes sexual and racial harassment, racial vilification and harassment on the grounds of disability. • Respect the rights and worth of every person regardless of their gender, ability, cultural background or religion. • You should not only refrain from initiating a relationship with an athlete, but should also discourage any attempt by an athlete to initiate a sexual relationship with you, explaining the ethical basis of your refusal. • Do not tolerate harmful or abusive behaviors.
10. Provide a safe environment for training and competition.	<ul style="list-style-type: none"> • Ensure equipment and facilities meet safety standards. • Ensure equipment, rules, training and the environment is appropriate for the age and ability of the athletes. • Ensure your decisions and actions contribute to a safe environment. • Place the safety and welfare of the athletes above all else.
11. Show concern and caution towards sick and injured athletes.	<ul style="list-style-type: none"> • Provide a modified training program where appropriate. • Allow further participation in training and competition only when appropriate. • Encourage athletes to seek medical advice when required. • Maintain the same interest and support towards sick and injured athletes.
12. Be a positive role model for your sport and athletes.	<ul style="list-style-type: none"> • Respect the decisions of officials, coaches and administrators in the conduct of the sport.
13. Adhere to the Australian Sports Commission's / Ice Hockey Australia 's Sport's Anti-Doping Policy	<ul style="list-style-type: none"> • Adopt responsible behaviour in relation to alcohol and other drugs. • Be knowledgeable of, and comply with, all applicable anti-doping policies and rules • Use your influence to foster positive anti-doping attitudes • Support the initiatives of the Australian Sports Commission/your sport

	<p>and other applicable organisations to stop doping in sport</p> <ul style="list-style-type: none">• Cooperate with the Australian Sports Commission /your sport and other applicable organisations in relation to the conduct of any investigation or hearing into an alleged anti-doping policy breach• Understand the process for reporting, investigating and determining breaches as set out in the Australian Sports Commission's/your sport's anti-doping policy• Give due and proper consideration as to whether you also have a responsibility to act under the Australian Sports Commission's/your sport's code of conduct• Act in a discreet and confidential manner in discharging your obligations
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Attachment B4: Ice Hockey Australia Official's Code of Behaviour and Ethics

The International Ice Hockey Federation (IIHF) and the Australian Sports Commission (ASC) provides guidance to registered on-ice officials around the world. National Federations / Associations and their members should expect the highest possible standards of personal integrity, competence, sound judgment and discretion for National Federation / Association on-ice officials. Ice Hockey Australia's On-ice Official's Code of Behaviour and Ethics developed by the IIHF Sport Development Program is a public declaration of an on-ice officials' obligation to himself, his peer and the game.

In compliance with my certification as an Ice Hockey Australia On-ice Official, I will always:

- carry out my duties to the best of my ability and training in every game I officiate;
- show respect to my fellow officials and the players, coaches and fans;
- attempt to further my studies and reviews, both personally and at courses / seminars, for continuous improvement of my knowledge of Ice Hockey Australia's and the IIHF's playing rules, policies and procedures;
- represent myself to apply the rules of the game as fairly and as accurately as possible at all times;
- acknowledge that the use of alcohol is totally unacceptable on game days and that the use of illicit drugs is strictly prohibited by Ice Hockey Australia and Australian Law;
- uphold the philosophy and right of all hockey participants and strictly enforce and accordingly penalise all violent acts for the health and safety of the participants;
- seek to raise the standard of play in each game that I officiate;
- respect my superiors and be supportive of my fellow on-ice and off-ice officials at all times, even when I am a spectator;
- accept the fact that I will make mistakes, but will not get frustrated or let this learning process affect my performance or my professional integrity;
- contribute to the continuing growth of Ice Hockey Australia's and the IIHF's Officiating Development Program and its member officials through support, encouragement and a positive attitude; and
- respect and accept constructive feedback from my supervisors and mentors, including the assignments I receive from my administrators.

PART C: SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS**Attachment C1: Background**

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

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

The Northern Territory government has passed new law and screening will be compulsory from January 2010. The Australian Capital Territory and Tasmania are currently reviewing their screening laws. New requirements and amendments will be added to this policy as they are introduced.

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

The state WWCC requirements apply regardless of Ice Hockey Australia's national or a state or club's Member Protection Policy.

The following attachments provide:

- summary information on state and territory WWCC requirements and where to obtain more information and relevant forms
- Ice Hockey Australia's Member Protection Declaration (for all states/territories except NSW who must complete a Prohibited Employment Declaration provided by the NSW Commission for Children and Young People)
- Ice Hockey Australia's screening requirements for people residing in ACT and Tasmania

Attachment C2: SCREENING REQUIREMENTS

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

Ice Hockey Australia will, and also requires state associations 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, Ice Hockey Australia 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 Ice Hockey Australia 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, Ice Hockey Australia will provide an opportunity for the person to give an explanation, and then Ice Hockey Australia 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 Ice Hockey Australia 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 Ice Hockey Australia's policy. If unsatisfied, Ice Hockey Australia 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, Ice Hockey Australia 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 C3: MEMBER PROTECTION DECLARATION

The Ice Hockey Australia has a duty of care to all those associated with the sport at the national level and to the individuals and organisations to whom Ice Hockey Australia’s national Member Protection Policy applies. As a requirement of Ice Hockey Australia’s national Member Protection Policy, Ice Hockey Australia 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, acts of violence, drug or alcohol abuse.
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, acts of violence, drug or alcohol abuse.
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 Ice Hockey Australia 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 C4: 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.ccytg.qld.gov.au
- 1800 113 611

2. NEW SOUTH WALES

All organisations within NSW that employ people in child-related employment (in a paid or unpaid capacity) must meet the requirements of the Working with Children Check (WWCC). Child related employment is work which primarily involves direct unsupervised contact with children. The WWCC involves three components:

1. **Ensuring** all paid and unpaid employees sign a [Prohibited Employment Declaration](#) which states they are not prohibited from working with children.
2. **Submitting** all applicants for **paid** employment to NSW Sport and Recreation for a WWCC background check. NSW Sport and Recreation only carries out checks for paid employees.
3. **Reporting** relevant employment proceedings for any paid and unpaid employees to the Commission for Children and Young People. A relevant employment proceeding involves any reportable conduct committed outside of work as well as in the workplace with or in the presence of a children.

Sporting organisations are responsible for managing the WWCC process. Individuals cannot apply for a WWCC directly. Sporting organisations should register with [NSW Sport and Recreation](#), providing a contact who will receive the information on the background checks.

A WWCC is valid for employment in that position within the organisation. Short-term employees (where that person is being employed for periods of less than six months and returning for short periods throughout a 12 month period) only need to be checked **once** every 12 months.

For more information, including the required forms:

- www.kids.nsw.gov.au or 02 9286 7219
- www.dsr.nsw.gov.au/children/resources.asp or 02 9006 3700

3. WESTERN AUSTRALIA

The Working with Children Check (WWC Check) is a compulsory and rigorous criminal record check for certain people who carry out 'child-related work' in WA. A person is in 'child-related work' if the usual duties of their work involves, or is likely to involve contact with a child in connection with specified

categories of work (see the website below for further details) It includes child-related work carried out by paid employees, volunteers, unpaid people and the self-employed. Parents volunteering in connection with their child's activity are exempt (although this does not apply to overnight camps); however they should still be required to complete the non-WWC Check screening process. There are other exemptions, for example volunteers under 18 years old. Further details about exemptions can be found on the website below. Only those in child-related work under the Act may apply.

Applicants will be issued with either:

- An Assessment Notice in the form of a WWC Card enabling them to be in all types of child-related work for three years unless there are new offences of concern.
- An Interim Negative Notice, which prohibits them from child-related work until a final decision is made on their application.
- A Negative Notice, which prohibits them from child-related work.

There are set obligations and strong penalties for non-compliance including for employers and volunteer co-coordinators.

For more information:

- www.checkwwc.wa.gov.au or call 1800 883 979 (toll free)

4. VICTORIA

The Working with Children (WWC) Check creates a mandatory minimum checking standard across Victoria. The *Working with Children Act 2005* requires that some people who work or volunteer in child-related work require a WWC Check. The check involves a national police records check and a review of relevant findings from prescribed professional disciplinary bodies (currently only the Victorian Institute of Teaching). There is an exemption for volunteers whose own children are involved in the particular activity; however they should still be required to complete the screening process.

A person who has no criminal or professional disciplinary history will be granted an *assessment notice*. This notice will entitle the person to undertake child-related work in Victoria and is valid for five years (unless revoked). A person deemed unsuitable to work or volunteer with children will be given a *negative notice* and cannot work in child-related work in Victoria.

For more information:

- www.justice.vic.gov.au/workingwithchildren or 1300 652 879

5. SOUTH AUSTRALIA

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

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

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

For more information:

- www.families.sa.gov.au/childsafes or 08 8226 7000

6. **NORTHERN TERRITORY**

From January 2010, all persons employed in child related work, either paid or as a volunteer, must hold a valid clearance notice issued by the SAFE NT Screening Authority. There are penalties for failure to comply. Sports coaches, trainers, team administrators, officials and volunteers of Sporting Organisations that deal with children are caught.

Clearance notices are valid for two years from date of issue unless revoked, and are transferable within employment fields. As a part of the assessment process, SAFE NT will consider the applicant's criminal history record and other relevant information.

For more information contact 1800 SAFE NT (1800 723 368)

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, Ice Hockey Australia may have difficulty assisting you to resolve your complaint. Procedural fairness (natural justice) means that Ice Hockey Australia is required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond.

INFORMAL APPROACHES**Step 1: Talk with the other person (where this is reasonable and appropriate)**

In the first instance, you (the Complainant) should try to sort out the problem with the person or people involved (respondent) if you feel able to do so.

Step 2: Contact a Member Protection Information Officer (MPIO)

Talk with either the Ice Hockey Australia President, IHA's or your State Association's MPIO if:

- the first step is not possible/reasonable;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially about the problem with someone and obtain more information about what you can do; or
- the problem continues after you tried to approach the person or people involved.

A list of Ice Hockey Australia sport's MPIOs can be found on Ice Hockey Australia's website at www.ih.org.au or by contacting the Ice Hockey Australia Office at ih@ih.org.au.

The Ice Hockey Australia President, IHA or State Association MPIO will:

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

Step 3: Outcomes from initial contact

After talking with the Ice Hockey Australia President, IHA or State Association MPIO you may decide:

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

FORMAL APPROACHES**Step 4: Making a Formal complaint**

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

- make a formal complaint in writing to the Ice Hockey Australia President, IHA or State Association MPIO; or
- approach a relevant external agency such as an anti-discrimination commission, for advice.

On receiving a formal complaint and based on the material you have provided, the Ice Hockey Australia President, IHA or State Association MPIO will decide whether:

- they are the most appropriate person to receive and handle the complaint;
- the nature and seriousness of the complaint warrants a formal resolution procedure;
- to appoint a person to **investigate** (gather more information on) the complaint;
- to refer the complaint to mediation;
- to refer the complaint to a 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 Ice Hockey Australia President, IHA or State Association MPIO will take into account:

- whether they have had any personal involvement in the circumstances which means that someone else should handle the complaint;
- your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- the relationship between you and the respondent (for example an actual or perceived power imbalance between you and the respondent);
- whether the facts of the complaint are in dispute; and
- the urgency of the complaint, including the possibility that you will be subject to further unacceptable behaviour while the complaint process is underway.

If the Ice Hockey Australia President, IHA or State Association MPIO is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:

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

Step 5: Investigation of the complaint

- A person appointed under Step 4 will conduct an investigation and provide a written report to the Ice Hockey Australia President 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 Ice Hockey Australia's Disciplinary and Tribunal Committee as outlined in Section 18 of Ice Hockey Australia's Constitution;
- If the complaint is referred to the police or other appropriate authority, Ice Hockey Australia 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 the complainant 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 Ice Hockey Australia Board reconsider the complaint in accordance with **Step 3**.

You or the respondent(s) may be entitled to appeal. The grounds and process for appeals under this Policy are set out in Attachment D5.

Step 7: Documenting the resolution

The Ice Hockey Australia Secretary 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. the Ice Hockey Australia President, IHA or State Association 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 Ice Hockey Australia.

1. If mediation is chosen, the Ice Hockey Australia President, IHA or State Association MPIO will, under the direction of the Ice Hockey Australia 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 Ice Hockey Australia Secretary to request that the Ice Hockey Australia Board reconsiders 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 PROCEDURE & PROCESS

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

1. Ice Hockey Australia 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 the Ice Hockey Australia President, IHA or State Association MPIO or Disciplinary & Tribunal Committee documenting the complaint, investigation process, evidence, findings and, if requested, recommendations.
2. Ice Hockey Australia 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. The complainant and the respondent(s) may have the right to appeal against any decision based on the investigation. Information on Ice Hockey Australia's appeals process is in Attachment D5.

Attachment D4: PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

An allegation of child abuse is a very serious matter and must be handled with a high degree of sensitivity. It is not the responsibility of anyone working in Ice Hockey Australia 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 Ice Hockey Australia policy applies, then also report the allegation to the President of the Ice Hockey Australia 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 Ice Hockey Australia President will assess the risks and take interim action to ensure the child's/children's safety. Action may include 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 Ice Hockey Australia President will consider the kind of support that the children and parents may need (e.g. counselling, help lines, support groups).
- The Ice Hockey Australia President will address the support needs of the alleged offender.
- The Ice Hockey Australia President will also put in place measures to protect the child and the person against whom the complaint is made from victimisation and gossip. If the person is stood down, it should be made clear to any persons aware of the incident that this does not mean the respondent is guilty and a proper investigation will be undertaken.

Step 4 – Internal action

- Where there is an allegation made against a person to whom this policy applies, there may be three types of investigations:
 - Criminal (conducted by police)
 - Child protection (conducted by child protection authority)
 - Disciplinary or misconduct (conducted by Ice Hockey Australia)
- Irrespective of the findings of the child protection and/or police inquiries, Ice Hockey Australia 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 Ice Hockey Australia 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 A9 of this policy will be followed.
- If disciplinary action is taken, Ice Hockey Australia will advise and provide a report to the relevant government authority should this be required (e.g. the NSW Commission for Children and Young People requires notification of relevant employment proceedings).

Attachment D5: HEARINGS & APPEALS TRIBUNAL PROCEDURE

The following will be followed by hearings tribunals established by the Ice Hockey Australia to hear national member protection related complaints.

Preparation for Tribunal Hearing

1. A Tribunal Panel will be constituted following the rules outlined in Ice Hockey Australia's Constitution, to hear a complaint that has been referred to it by the Ice Hockey Australia President. The number of Tribunal members required to be present throughout the hearing will be a minimum of three (3) persons as per clause 18 (e) (ii) of Ice Hockey Australia's Constitution.
2. The Tribunal members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the Ice Hockey Australia President relating to the complaint/allegations.
3. The Tribunal will be scheduled as soon as practicable, but must allow adequate time for the person being complained about (respondent(s)) to prepare their case for the hearing.
4. The Tribunal will not include any person who has any actual or perceived conflict of interest, or bias regarding the matter.
5. The Ice Hockey Australia Disciplinary & Tribunal Chairperson or Secretary will inform the respondent(s) in writing that a tribunal hearing will take place. The notice will outline:
 - That the person has a right to appear at the tribunal hearing to defend the complaint/allegation;
 - Details of the complaint, and details of all allegations and the clause of any policy or rule allegedly breached;
 - The date, time and venue of the tribunal hearing;
 - That they can make either verbal or written submissions to the Tribunal;
 - That they may arrange for witnesses to attend the Tribunal in support of their position (statutory declarations of witnesses not available or from character witnesses may also be provided to the Tribunal);
 - An outline of any possible penalties that may be imposed if the complaint is found to be true;
 - That legal representation will not be allowed; and
 - If the respondent is a minor, that 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 Ice Hockey Australia activities and events, pending the decision of the Tribunal, including any available appeal process, unless the Ice Hockey Australia President, in consultation with Ice Hockey Australia's Executive Members, believes it is necessary to exclude the respondent(s) from all or some Ice Hockey Australia activities and events, after considering the nature of the complaint.

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

possible so that the respondent and the Tribunal Panel members can be properly informed of the complaint.

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

Tribunal Hearing Procedure

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 Ice Hockey Australia President of the need to reschedule, and the Ice Hockey Australia President 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 and with the approval of the Ice Hockey Australia Board, when determining any disciplinary measures (penalty).
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 Ice Hockey Australia President 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

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 the Ice Hockey Australia 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; or
 - 26.3 That the decision was not supported by the information/evidence provided to the Complaints Manager/Mediator/Tribunal.
27. A person wanting to appeal in accordance with clause 26 must lodge a letter setting out the basis for their appeal with the Ice Hockey Australia Secretary within fourteen (14) days of the relevant decision.
28. If the letter of appeal is not received by the Ice Hockey Australia Secretary within the time period the right of appeal lapses.
29. The letter of appeal and copy of tribunal decision report will be forwarded to the Ice Hockey Australia Board to review and decide whether there are sufficient grounds for the appeal to proceed. The Ice Hockey Australia Board 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.
31. If the appeal is accepted an Appeal Tribunal with a new panel will be convened to rehear the complaint.
32. The Tribunal Procedure shall be followed for the appeal.
33. The decision of an Appeal Tribunal will be final.



MEMBER PROTECTION POLICY

Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	Date Formal Complaint Received: / /
Complainant's contact details	Phone: Email:	
Complainant's Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/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 complained about (respondent)	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Respondent's Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/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		
Nature of complaint (category/basis/grounds) Can tick more than one box	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other	
Methods (if any) of attempted informal resolution		



MEMBER PROTECTION POLICY

CEO 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.