



MEMBER PROTECTION POLICY

VERSION 08

June 2020

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REVIEW HISTORY OF ICE HOCKEY AUSTRALIA'S MEMBER PROTECTION POLICY

Version	Date reviewed	Date endorsed	Content reviewed/purpose
One	2004 IHA 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)

Five	December 2011	01 March 2012	<ul style="list-style-type: none"> • Clause A2 - Word revision on the “Purpose of this Policy” • Clause 6.1 - Child Protection: Removal of current wording and replacement by clauses 6.1.1 to 6.1.6 • Clauses 6.7 – 6.10 - insertion regarding Alcohol, Smoking, Cyber Bullying & Social Networking • Inclusion of South Australia Child Protection Requirements amendments
Six	December 2012	01 December 2012	<ul style="list-style-type: none"> • Part B – Addition of Codes of Behaviour & Ethics re: <ul style="list-style-type: none"> ➢ Administrators ➢ Parents ➢ Spectators • Part C – Updating of all current State Working with Children requirements
Seven	December 2019	24 th December 2019	<ul style="list-style-type: none"> • Preface • Part A – Member Protection Policy <ul style="list-style-type: none"> ➢ 2. Purpose of the Policy ➢ 3. Who is bound by this policy ➢ 5. Individual Responsibilities ➢ 6.4 – Intimate Relationships ➢ 6.6 – Gender Identity ➢ 6.6.1 – Gender Identity Discrimination and Harassment ➢ 6.6.2 – Participation in Sport ➢ 6.6.3 – Intersex Status ➢ 6.7 – Alcohol Policy ➢ 6.9 – Bullying ➢ 6.10 – Social Networking ➢ 10 - Dictionary • Part B – Codes of Behavior <ul style="list-style-type: none"> ➢ B3 – Ice Hockey Australia Players Code of Behavior & Ethics ➢ B4 – Ice Hockey Australia Coaches Code of Behavior & Ethics • Part C – Screening/Working with Children Requirements – updated all State requirements • Part D – Complaint Handling Procedures – wording updated • Part E – Attachments: Reporting Documents & Forms – wording updated
Eight	June 2020	16 th June 2020	<ul style="list-style-type: none"> • Part B – Change of ASADA to Sports Integrity Australia • Part C – Change of ASADA to Sports Integrity Australia

PREFACE

Ice Hockey Australia is committed to the health, safety and wellbeing 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 Organisation's are dedicated to providing a safe sporting 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, with consistent review and updating principles, under the guidance of the Sport Australia 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 regularly to ensure current policies comply with Australian Legislative and Sport Australia's anti-discrimination, member and child protection requirements.



Miranda Ransome
President
Ice Hockey Australia
16th June 2020

Part A: Member Protection Policy

1. 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 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 endeavour 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 maximize 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.

2. Purpose of this policy

This National Member Protection Policy ("policy") will work towards maintaining ethical and informed decision-making and responsible behaviours within our sport. 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 our 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 our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. 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. This updated policy starts on the 1st November 2019 and will operate until replaced. Copies of the current policy and its attachments can be obtained from Ice Hockey Australia's website at www.ih.org.au under "Governance" & "Policies" and/or Ice Hockey Australia's Office at office@ih.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.

3. Who is bound by this policy

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

- 3.1 Persons appointed or elected to the Board of Ice Hockey Australia, its committees and sub-committees;
- 3.2 Employees of Ice Hockey Australia;
- 3.3 Ice Hockey Australia's Portfolio 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), Australian Junior Ice Hockey League (AJIHL), Old-timers Ice Hockey Network (OiHAN), etc.

This policy also applies to the following associations:

- 3.12 Member state associations and organisations;
- 3.13 Affiliated clubs and associated organisations; and
- 3.14 National Women's, Coaching, Officiating, Medical, Player Development, Marketing and Disciplinary Councils.
- 3.15 Any other Council or committee of Ice Hockey Australia.

Member state associations and organisations 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 state associations and organisations must also undertake measures to ensure that their affiliated clubs and individual members are bound by this policy, are made aware of this policy and what it states.

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.

4. Organisational Responsibilities

The national body, member and affiliated member associations & organisations, 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. Complaints officer, Member Protection Information Officers (MPIOs)]; and
- 4.10 Monitor and review this policy at least annually.

5. Individual Responsibilities

Individuals bound by this policy are responsible for:

- 5.1 Making themselves aware of the policy and complying with its standards of behaviour;
- 5.2 Complying with 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 and shall not act in a manner likely to damage the reputation of IHA or IIHF or bring ice hockey into disrepute.
- 5.5 Respecting all facilities and objects used in connection to the organization and the operation of an ice hockey event, including but not limited to, accommodation, locker rooms, transportation vehicles and player benches.
- 5.6 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
- 5.7 Complying with any decisions and/or disciplinary measures imposed under this policy.

6. Position Statements

6.1 Child Protection

Ice Hockey Australia is committed to the safety and wellbeing of all children and young people accessing our service. Ice Hockey Australia supports the rights of the child and will act without hesitation to ensure a child safe environment is always maintained. We also support the rights and wellbeing of their staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

Ice Hockey Australia acknowledges that their 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:

6.1.1: Identify and Analyse Risk of Harm

Ice Hockey Australia will develop and implement a risk management strategy, which includes annual reviews of existing child protection practices, to determine how child-safe and child-friendly the organisation is and to determine what additional strategies are required to minimize and prevent risk of harm to children because of the action of an employee, volunteer or another child.

6.1.2: Develop Codes of Conduct for Adults and Children

Ice Hockey Australia will ensure that the organisation has codes of conduct that specify standards of conduct and care when dealing and interacting with children, particularly those in the organisation's care. The organisation will also implement a code of conduct to address appropriate behaviour between children.

The code(s) of conduct will set out professional boundaries, ethical behaviour and unacceptable behaviour. (See Section Part B)

6.1.3: Choose Suitable Employees and Volunteers

Ice Hockey Australia will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children (in prescribed positions).

This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

Ice Hockey Australia will ensure that working with children checks/criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law.

If a criminal history report is obtained as part of their screening process, Ice Hockey Australia will ensure that the criminal history information is dealt with in accordance with relevant state requirements. (See Section Part C)

6.1.4: Support, Train, Supervise and Enhance Performance

Ice Hockey Australia will ensure that volunteers and employees who work with children and/or their records have ongoing supervision, support and training such that their performance is developed and enhanced to promote the establishment and maintenance of a child-safe environment.

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

Ice Hockey Australia will promote the involvement and participation of children and young people in developing and maintaining child-safe environments.

6.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect

Ice Hockey Australia will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

Ice Hockey Australia will make all volunteers and employees aware of their responsibilities under respective state laws if they have suspicion on reasonable grounds that a child has been or is being abused or neglected. (See Section Part E)

In addition to any legal obligation, if any person feels another person or organisation bound by this policy is acting inappropriately towards a child or is breaching the code(s) of practice set out in this policy, they may make an internal complaint. Please refer to the 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.

6.2 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 clause 10, are against the law.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to 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 Intimate Relationships

Ice Hockey Australia understands that consensual intimate relationships (including, but not limited to sexual relationships) between coaches or officials and adult athletes may take place legally. However, this policy will help ensure that the expectations of coaches or officials are clear and, to ensure that if an intimate relationship does exist or develop between a coach or official and an adult athlete, that relationship will be managed in an appropriate manner.

Coaches and officials are required to conduct themselves in a professional and appropriate manner in all interactions with athletes. In particular, they must ensure that they treat athletes in a respectful and fair manner, and that they do not engage in sexual harassment, bullying, favoritism or exploitation.

We take the position that consensual intimate relationships between coaches or officials and the adult athletes they coach should be avoided as they can have harmful effects on the athlete involved, on other athletes and coaches and on the sport's public image. These relationships can also be perceived to be exploitative due to the differences in authority, power, maturity, status, influence and dependence between the coach or official and the athlete.

We recommend that if an athlete attempts to initiate an intimate relationship with a coach or official, the coach or official should discourage the athlete's approach and explain to the athlete why such a relationship is not appropriate.

If a consensual intimate relationship does exist or develop between an adult athlete and a coach or official, the coach or official is expected to ensure that the relationship is appropriate and that

it does not compromise impartiality, professional standards or the relationship of trust that the coach or official has with the athlete and/or other athletes.

In assessing the appropriateness of an intimate relationship between a coach or official and an adult athlete, relevant factors include, but are not limited to:

- the relative age and social maturity of the athlete;
- any potential vulnerability of the athlete;
- any financial and/or emotional dependence of the athlete on the coach or official;
- the ability of the coach or official to influence the progress, outcomes or progression of the athlete's performance and/or career;
- the extent of power imbalance between the athlete and coach or official; and
- the likelihood of the relationship having an adverse impact on the athlete and/or other athletes.

It will often be difficult for a coach or official involved in an intimate relationship with an adult athlete to make an objective assessment of its appropriateness and accordingly they are encouraged to seek advice from [the Member Protection Information Officer, Complaints Manager or other official] to ensure that they have not involved themselves in inappropriate or unprofessional conduct.

If it is determined that an intimate relationship between a coach or official and an adult athlete is inappropriate or unprofessional, we may take disciplinary action against the coach or official up to and including dismissal. Action may also be taken to stop the coaching relationship with the athlete. This could include a transfer, a request for resignation or dismissal from coaching duties. If a coach, official or athlete believes they are being, or have been, harassed they are encouraged to seek information and support from [the Member Protection Information Officer, Complaints Manager or other official]. Our complaints procedure is outlined in Part D 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

Gender identity means the gender-related identity, appearance or mannerisms or other gender-related characteristics of a person. This includes the way people express or present their gender and recognises that a person's gender identity may be an identity other than male or female.

Some terms used to describe a person's gender identity include trans, transgender and gender diverse.

6.6.1 Gender identity discrimination and harassment

Federal, state and territory anti-discrimination laws provide protection from discrimination against people on the basis of their gender identity. (See definition in Dictionary of terms).

Ice Hockey Australia is committed to providing a safe, fair and inclusive sporting environment all where people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity.

All persons, regardless of gender identity, are entitled to be treated fairly and with dignity and respect at all times. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity. This includes discrimination or harassment of a person who is transgender or transsexual, who is assumed to be transgender or transsexual or has an association with someone who has or is assumed to be transgender or transsexual. (Refer to the attachments in Part D of this policy.)

We expect all people bound by this policy to act with sensitivity when a person is undergoing gender transition/affirmation.

If any person believes that they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy because of their gender identity, they may make a complaint.

6.6.2 Participation in sport

Ice Hockey Australia recognises that excluding people from participating in sporting events and activities because of their gender identity may have significant implications for their health, wellbeing and involvement in community life. We are committed to supporting participation in our sport on the basis of the gender with which a person identifies.

If issues of performance advantage arise, we will consider whether the established discrimination exceptions for participation in sport are relevant in the circumstances. Discrimination is unlawful unless an exception applies.

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.

6.6.3. Intersex status

Federal anti-discrimination law, and some state and territory anti-discrimination laws, provide protection from discrimination against a person on the basis of their intersex status. (See Dictionary of terms).

Ice Hockey Australia is committed to providing a safe, fair and inclusive sporting environment where all people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their intersex status.

6.7 Alcohol Policy

Ice Hockey Australia is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol. We also recommend that state associations and member clubs follow strict guidelines regarding the service and consumption of alcohol.

Please refer to the IHA alcohol policy located on the IHA Website

[Further guidance on developing an Alcohol Policy is available at:
www.playbytherules.net.au/resources/club-toolkit.]

6.8 Smoking Policy

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

- No smoking shall occur at or near any sporting event or competition involving persons under the age of 18. This policy shall apply to coaches, players, trainers, officials and volunteers;
- Social functions shall be smoke free, with smoking permitted at designated outdoor smoking areas; and
- Coaches, officials, trainers, volunteers and players will refrain from smoking and remain smoke free while involved in an official capacity for any Ice Hockey Australia or Member State Association sanctioned event, including affiliated organisation's or representative teams both on and off the field.

6.9 Bullying

Ice Hockey Australia is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable in our sport.

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

Whilst generally characterised by repeated behaviour, one-off instances can amount to bullying.

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

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

Bullying includes cyber-bullying which occurs through the use of technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. [Insert name of NSO] will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. Frustration at a referee, teammate, coach or sporting body should never be communicated on social networking websites. These issues should instead be

addressed – in a written or verbal statement or a complaint – to the relevant controlling club, league or peak sporting body.

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. (Refer to the attachments in Part D of this policy.)

6.10 Social Networking

Ice Hockey Australia acknowledges the enormous value of social networking to promote our sport and celebrate the achievements and success of the people involved in our sport.

Social networking refers to any interactive website or technology that enables people to communicate and/or share content via the internet. This includes social networking websites such as Facebook and Twitter.

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

In particular, social media activity including, but not limited to, postings, blogs, status updates, and tweets:

- must not contain material which is, or has the potential to be, offensive, aggressive, defamatory, threatening, discriminatory, obscene, profane, harassing, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate;
- must not contain material which is inaccurate, misleading or fraudulent;
- must not contain material which is in breach of laws, court orders, undertakings or contracts;
- should respect and maintain the privacy of others; and
- should promote the sport in a positive way.

7. Complaints Procedures

7.1 Complaint Handling

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 a Complaints Officer.

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 Complaints Officer 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 Improper Complaints & Victimisation

Ice Hockey Australia aims for their 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 Complaints Officer 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.

8. What is a Breach of this policy?

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

- 8.1 Breaching the Codes of Behaviour (**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.

9. Disciplinary Measures

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

- Be applied consistent with any contractual and employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach; 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 makes 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 forms 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 Ice Hockey Australia and/or its member state associations ceases from a specified date;

9.2.5 A direction that Ice Hockey Australia and/or its member state associations cease to sanction events held by or under the auspices of that organisation;

9.2.6 A recommendation to Ice Hockey Australia and/or its member state associations 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.

10. Dictionary

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

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

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

Child (also referred to as Young Person) 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, but not limited to:

- 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 Section A7 Clause A7.1.

Complainant means a person making a complaint Section A7 Clause A7.1.

Complaints Officer/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
- sex or gender
- gender identity
- intersex status
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration
- disability, mental and physical impairment
- family/carer responsibilities, status as a parent or carer
- marital status
- pregnancy, potential pregnancy, breastfeeding
- sexual orientation and gender identity
- physical features
- irrelevant medical record
- irrelevant criminal record, spent convictions
- political beliefs or activities
- religion, religious beliefs or activities
- national extraction or social origin
- lawful sexual activity
- profession, trade, occupation or calling
- member of association or organisation of employees or employers, industrial activity, trade union activity
- defense service
- personal association with someone who has, or is assumed to have, any of the above characteristics

(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 Officers (MPIO) are people trained to be the first point of contact within sporting organisations for any person considering making a complaint under the Member Protection Policy. MPIOs provide confidential, impartial and timely information and support. They act as a sounding board and provide information about the local complaint resolution options available to address the individual's concerns. MPIO's may also be called up to provide advice to club administrators or complaint handlers regarding the Member Protection Policy and associated laws. MPIOs are not advocates but they may elect to accompany complainants, if requested, to talk with someone else. IHA may appoint its own MPIO or use an MPIO from a member organisation as required.

What **DO** Member Protection Information Officers do?

- Listen
- Act as an impartial support person
- Provide information about discrimination, harassment and child abuse
- Provide information about the Member Protection Policy and the options available to resolve the complaint
- Provide information about relevant laws and the right to complain externally
- Discuss possible strategies the individual can use to deal directly with the other person
- Provide contact details for counselling or other referrals as appropriate or as requested

What **DON'T** Member Protection Information Officers do?

- Advocate
- Take sides or judge
- Give advice
- Intervene
- Investigate
- Breach confidentiality

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 Administrators Code of Behaviour & Ethics**

In addition to Ice Hockey Australia's General Codes of Behaviour & Ethics, Ice Hockey Australia and its member state association or organisation's administrators are required to meet the following requirements in regard to their behaviour during any activity sanctioned by Ice Hockey Australia, Member State Association or Organisation:

1. Involve young people in planning, leadership, evaluation and decision-making related to the activity.
2. Give all young people equal opportunities to participate.
3. Create pathways for young people to participate in sport, not just as a player but as a coach, referee, administrator, etc.
4. Ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of young players.
5. Provide quality supervision and instruction for junior players.
6. Remember that young people participate for their enjoyment and benefit. Do not overemphasize awards.
7. Help coaches and officials highlight appropriate behaviour and skill development and help improve the standards of coaching and officiating.
8. Ensure that everyone involved in junior sport emphasizes fair play, rather than winning at all costs.
9. Give a code of behaviour sheet to spectators, officials, parents, coaches, players and the media, and encourage them to follow it.
10. Remember, you set an example. Your behaviour and comments should be positive and supportive.
11. Support implementation of the National Junior Sport Policy.
12. Make it clear that abusing young people in any way is unacceptable and will result in disciplinary action.
13. Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

Attachment B2: 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 B3: Ice Hockey Australia Players Code of Behaviour & Ethics

In addition to Ice Hockey Australia's Members Code of Behaviour and Ethics, players are required to meet the following requirements regarding their conduct during all activities sanctioned by Ice Hockey Australia, their Member State Association or 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. Always maintain high personal behaviour standards;
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;
11. Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level; and
12. At all times strictly adhere to the instruction given to me, either verbal and/or in writing from the team's officials whilst a member of the team.
13. Shall always respect all facilities and objects used in connection to the organization and the operation of any event, including but not limited to, accommodation, locker rooms, transportation vehicles and player benches.
14. Shall not act in a manner likely to damage the reputation of the sport or bring ice hockey into disrepute.
15. Adhere to all the rules, regulations, policies and procedures as well as by-laws and decisions as determined by IHA, your state association or your club.
16. Never practice, condone, defend or permit discrimination on the basis of race, colour, sex, sexual orientation, age, religion or ethnic origin.

Attachment B4: Ice Hockey Australia Coaches Code of Behaviour & Ethics

<p>1. Respect the rights, dignity and worth of every human being.</p>	<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.
<p>2. Ensure the athlete's time spent with you is a positive experience.</p>	<ul style="list-style-type: none"> • All athletes are deserving of equal attention and opportunities.
<p>3. Treat each athlete as an individual.</p>	<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.
<p>4. Act with integrity and objectivity and accept responsibility for your decisions and actions.</p>	<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
<p>5. Make a commitment to providing a quality service to your athletes.</p>	<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.
<p>6. Operate within the rules and spirit of your sport, promoting fair play over winning at any cost.</p>	<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 Sports Integrity Australia (ASADA)
<p>7. Any physical contact with athletes should be appropriate to the situation and necessary for the athlete's skill development</p>	<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.
<p>8. Refrain from any form of personal abuse towards your athletes. *</p>	<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.
<p>9. Ensure your decisions and actions contribute to a harassment free environment.</p>	<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

	<p>by an athlete to initiate a sexual relationship with you, explaining the ethical basis of your refusal.</p> <ul style="list-style-type: none"> • 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 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 Sport Australia/Ice Hockey Australia and other applicable organisation's to stop doping in sport • Cooperate with Sport Australia/Ice Hockey Australia and other applicable organisation's in relation to the conduct of any investigation or hearing into an alleged ant-doping policy breach • Understand the process for reporting, investigating and determining breaches as set out in Sport Australia/ Ice Hockey Australia's anti-doping policy • Give due and proper consideration as to whether you also have a responsibility to act under the Sport Australia/Ice Hockey Australia code of conduct • Act in a discreet and confidential manner in discharging your obligations

Attachment B5: Ice Hockey Australia Official's Code of Behaviour and Ethics

The International Ice Hockey Federation (IIHF) and Sport Australia 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 peers 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.

Attachment B6: Ice Hockey Australia Parent's Code of Behaviour and Ethics

In addition to Ice Hockey Australia's General Codes of Behaviour & Ethics, Ice Hockey Australia's 18 & under member's parents are required to meet the following requirements in regard to their behaviour during any activity sanctioned by Ice Hockey Australia, Member State Association, Organisation or an Affiliated Club:

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

Attachment B7: Ice Hockey Australia Spectators Code of Behaviour and Ethics

In addition to Ice Hockey Australia's General Codes of Behaviour & Ethics, spectators are required to meet the following requirements in regard to their behaviour during any activity sanctioned by Ice Hockey Australia, Member State Association or Organisation:

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

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 all states, 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.

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 member state, organisation 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

Attachment C2: 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, drugs, narcotics 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, drugs, narcotics or alcohol abuse.
4. I am not currently serving a sanction for an anti-doping rule violation under an Sports Integrity Australia 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 Sports Integrity Australia 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

Attachment C3: WORKING WITH CHILDREN CHECK REQUIREMENTS

The following information was updated in Sep 2019. It is subject to change at any time.

1. AUSTRALIAN CAPITAL TERRITORY

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

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

For more information including forms and fees:

Visit: https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804/~/working-with-vulnerable-people-%28wwvp%29-registration

2. QUEENSLAND

Volunteers and trainee students need a blue card if their work or practical placement in sport and active recreation includes, or is likely to include, providing services that are directed mainly towards children, or conducting activities that mainly involve children, unless an exemption applies.

A blue card is not required if the person is a volunteer at a national or state event organised by a school or recognised body:

- for a sporting, cultural or skill-based activity, and
- the event is attended by more than 100 people, and
- the work is for ten days or less on no more than two occasions per year, and
- the person is unlikely to be alone with a child without another adult present.

Police officers and registered teachers do not apply for a blue card and should instead apply for an exemption card under this category if they are providing child-related services which are outside of their professional duties.

The Working with Children (Risk Management and Screening) Act 2000 (the Act) states that a person is disqualified if they:

- have been convicted of a disqualifying offence. This may include but is not limited to having sex with a child (irrespective of the type of relationship e.g. teenage boyfriend/girlfriend, unlawful carnal knowledge) or other child-related sex or pornography offences or the murder of a child or an adult (irrespective of the penalty and regardless of when and where it occurred),

or are the subject of:

- reporting obligations under the Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004, or
- an offender prohibition order under the Child Protection (Offender Prohibition Order) Act 2008, or
- a disqualification order issued by a court prohibiting them from applying for or holding a blue card, or a sexual offender order under the Dangerous Prisoners (Sexual Offenders) Act 2003.

A blue card remains valid for three years.

For more information on the Blue Card, including current forms:
Visit: <https://www.bluecard.qld.gov.au/index.html>

3. NEW SOUTH WALES

The Child Protection (Working with Children) Act 2012 No 51 provides minimum standards for those who work with children. All organisation's 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 ("WWC Check") Child related employment is defined as work which primarily involves direct unsupervised contact with children.

Working with Children Check is different from a Police Check and is required for people in NSW who work with children. You need to be in NSW to complete an application. The Working with Children Check is an online system and does not have a physical card or certificate. Paid workers will pay a fee of \$80. For volunteers, the Check is free.

The Check involves a national criminal history check and a review of findings of workplace misconduct. The Working with Children Check lasts for five years even if you move jobs - the new employer needs to be given your Check number and details to verify you. You must keep your contact details up to date, so you can be notified when it is time to renew before the five-year expiry date.

Employers need to determine which roles undertake child-related work and require a Working with Children Check and if any roles fall under an exemption.

Child related work (including voluntary work) is:

- providing services for under 18s
- where the work normally involves being face to face with children
- where contact with children is more than incidental to the work.

A more detailed list of child related work can be located at
<https://www.legislation.nsw.gov.au/#/view/act/2012/51/part2/div1>

To apply for a Working With Children Check you will need to apply at
<https://www.service.nsw.gov.au/transaction/apply-working-children-check> where you will need to complete the online paperwork, and then attend a Service NSW centre to verify your identity and pay the application fee if applicable.

The Child Protection (working with children) Regulation 2013 include exemptions to requiring a Working with Children Check. This legislation can be located at
<https://www.legislation.nsw.gov.au/#/view/regulation/2013/156/part4>

Exemptions include:

- Under 18s
- Visiting NSW for a short time
- Close relatives volunteering at their children's usual school and extra-curricular activities.

There are three specific instances when close relatives **do** need a Check when they are volunteering at school or activities:

- providing personal care for a child with disability
- participating in a formal mentoring program
- at an overnight camp for kids.

4. WESTERN AUSTRALIA

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

The WWC Check aims to protect children by:

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

A person is considered to be working in 'child-related work' if their usual duties and work involves or is likely to involve contact with a child. It includes child-related work carried out by paid employees, volunteers, unpaid people and the self-employed. Some general exemptions include:

- work carried out on a voluntary basis by a child;
- work carried out on an unpaid basis by a student under 18 years of age; and
- parents volunteering in certain activities where their child is also involved or participates (unless attending an overnight activity).

If your application is successful you will be issued with an Assessment Notice in the form of a WWC Card and may engage in child-related work.

Where the WWC Screening Unit identifies a risk of harm to a child when assessing your criminal history, you will be issued with a Negative Notice, which prohibits you from engaging in any child-related work and remains current unless cancelled under the WWC Act

Generally, you are permitted to commence or continue child-related work while your application is being assessed. However, if you have a conviction for a Class 1 offence committed when an adult you must not start or continue your child-related work.

For more information:

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

5. VICTORIA

The Working with Children Check is a screening process for assessing or re-assessing people who work with or care for children in Victoria. Child-related work is work in any of the occupational fields which usually involves direct contact with a child. It excludes any infrequent direct contact with children that's incidental to the work.

When you apply, they will look at and rigorously assess your:

- criminal record in all Australian states and territories across your lifetime, including serious sexual, violent and drug offences you have previously been charged with, regardless of the outcome of those charges
- professional conduct,
- compliance (if applicable) with historical and current health practitioner legislation
- current or historical reporting obligations or orders under the Sex Offenders Registration Act 2004, the Serious Sex Offenders Monitoring Act 2005 or the Serious Offenders Act 2018

The time it takes to process a Check varies person to person. It typically takes up to three weeks for to assess your application. If you have a common name – or more time is needed to investigate your application – you might have to wait up to 12 weeks.

Most people can do child-related work after their application has been lodged and while it is being processed. However, you can't if you:

- have been charged with, found guilty, or convicted of a sexual, violent or drug offence listed in clause 2 of Schedule 3 of the Act
- have previously been given a Negative Notice
- have applied for the Check and are supervising a child under the age of 15 in employment under the Child Employment Act 2003
- have applied for a Check and are working in an education and care service under the Children's Services Act 1996 or in an education and care service under the Education and Care Services National Law (Victoria) Act 2010
- are subject to:
 - reporting obligations under the Sex Offenders Registration Act 2004
 - an extended supervision order or interim extended supervision order under the Serious Sex Offenders Monitoring Act 2005
 - a supervision order or a detention order.

If you pass a Check, you'll get a card that's valid for 5 years, unless the card is suspended, cancelled or surrendered.

The following do not require a police check:

- Children under the age of 18
- If you are a parent volunteering in an activity with your child
- If you are a police officer

For more information:

Visit: <https://www.workingwithchildren.vic.gov.au/>

6. SOUTH AUSTRALIA

People working or volunteering with children in South Australia must, by law, have a working with children check.

People need a working with children check if they are in a 'prescribed position'. This means people who:

- are in paid or volunteering roles where it is reasonably foreseeable that they will work with children
- run or manage a business where the employees or volunteers work with children
- are employed to provide preschool, primary or secondary education to a child.

You don't need a working with children check if you:

- work for SA Police or the Australian Federal Police
- employ or supervise children in a workplace, unless the work is child-related (e.g. you manage a fast food restaurant that employs people under 18)
- work in the same capacity as a child (e.g. you work at a checkout in a supermarket that also hires people under 18 in the same type of role)
- don't think you will work with children for more than seven days (consecutive or not) in a calendar year
- are a parent or guardian volunteering with your own child (e.g. at school) and do not have close personal contact with other children, or participate in an organised overnight event (e.g. a school camp)

- live interstate, have a current child-related check from your home state, and are working at an organised event in South Australia lasting no more than 10 consecutive days
- are under the age of 14.

A working with children check is valid for five years. It is continuously monitored by the DHS Screening Unit. If new information about a person means they pose a risk to children's safety, their check will be re-assessed and, if necessary, they will be prohibited from working with children. The DHS Screening Unit will inform both the person affected and any organisation's they're linked to about the change in status.

For more information, visit:
<https://dhs.sa.gov.au/>

7. NORTHERN TERRITORY

You must by law apply for a working with children clearance, also called an Ochre Card, to work or volunteer with children in the Northern Territory (NT).

A working with children clearance is an assessment of the risk of harm or exploitation that you may pose to children.

It involves a check of:

- your police history
- employment records
- character references
- or reports about your recent behaviour.

The working with children clearance notice, the Ochre Card, is valid for two years. It is issued by the screening authority.

For more information you can visit:
<https://nt.gov.au/emergency/community-safety/apply-for-a-working-with-children-clearance>

8. TASMANIA

In Tasmania the program is called Working with Vulnerable People.

You may need to apply for registration if you:

- are 16 years of age and over
- work or volunteer with children (that is, anyone under 18 years of age)
- would be expected to have more than incidental contact with children as a normal part of your duties

You may be exempt if:

- you are under the age of 16
- you are working or volunteering with children for 7 days or less per calendar year
- you hold a current interstate registration and want to use it in Tasmania for 28 days or less per year for a similar activity (except if you are a Teacher)
- you are a close relative of the child (this does not apply to kinship carers)
- you are a police officer or a correctional officer
- you are an emergency management worker dealing with an emergency
- you are a school student on a work experience placement or doing practical training
- you are doing the same activity as the child (for example, playing together in a sporting team)
- your only contact with a child is working with a record of them.

Your application will be assessed to make sure you are suitable to work or volunteer with children. You will either be Registered, Registered with Conditions or a given a Negative Notice (not approved). Your national police history records will be assessed to see if you have charges or convictions that could show a risk of harm to a child.

Once you are registered you will be monitored over the 3 year registration period for any new relevant records or information. Some records will trigger another risk assessment, which may lead to your registration being suspended or cancelled.

For more information visit:

<https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people>

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 Ice Hockey Australia's MPIO 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.

For the contact details of Ice Hockey Australia and States MPIO's, please contact the office at office@iha.org.au

Ice Hockey Australia's MPIO, or your 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 MPIO or your 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 Ice Hockey Australia's President or Complaints Officer or Board or your State Association; 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, Ice Hockey Australia's President or complaints officer or Board, or your State Association, 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 hearing's 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, Ice Hockey Australia's President or complaints officer or Board, or your State Association, will consider:

- 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 way 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 Ice Hockey Australia's President or complaints officer or Board or your State Association 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 investigate and provide a written report to Ice Hockey Australia's President or complaints officer or Board 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 hearing's 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

Ice Hockey Australia's Executive Officer 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. Ice Hockey Australia's President or MPIO, or your 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, Ice Hockey Australia's President or complaints officer, or your State Association will under the direction of 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 Ice Hockey Australia's Executive Officer 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 enough evidence to support the complaint);
inconclusive (there is insufficient evidence either way);
unsubstantiated (there is enough evidence to show that the complaint is unfounded);
and/or mischievous, vexatious or knowingly untrue.
 - 1.6 Provide a report to Ice Hockey Australia's President or complaints officer, or your State Association, 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 another 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 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 or MPIO 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 or MPIO 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 or MPIO will address the support needs of the alleged offender.
- The Ice Hockey Australia President or MPIO will also put in place measures to protect the child and the person against whom the complaint is made from victimisation and gossip. If the person is stood down, it should be made clear to any persons aware of the incident that this does not mean the respondent is guilty and a proper investigation will be undertaken.

Step 4 – Internal action

- Where there is an allegation made against a person to whom this policy applies, there may be three types of investigations:
 - Criminal (conducted by police)
 - Child protection (conducted by child protection authority)
 - Disciplinary or misconduct (conducted by 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 **Section 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 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 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 Ice Hockey Australia President or complaints officer 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 Executive Officer 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 Board 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 Executive Officer 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 Executive Officer 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 President or Executive Officer within fourteen (14) days of the relevant decision.
28. If the letter of appeal is not received by the Ice Hockey Australia President or Executive Officer 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.

PART E: ATTACHMENTS: REPORTING DOCUMENTS & FORMS**Attachment E1: State Reporting Requirements & Documentation****QUEENSLAND**

If you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm, you need to contact Child Safety Services: Child:

- During normal business hours - contact the Regional Intake Service. Regional.
- <https://www.csyw.qld.gov.au/contact-us/departments-contacts/child-family-contacts/child-safety-service-centres/regional-intake-services>
- After hours and on weekends - contact the Child Safety After Hours Service Centre on 1800 177 135 or (07) 3235 9999. The service operates 24 hours a day, seven days a week.

If you believe a child is in immediate danger or in a life-threatening situation, contact the Queensland Police Service immediately by dialing 000.

If you aren't sure who to call, or for assistance to locate your nearest child safety service centre, contact Child Safety Services' Enquiries Unit on 1800 811 810. Child safety service centres have professionally trained child protection staff who is skilled in dealing with information about harm or risk of harm to children.

NEW SOUTH WALES

Any member of the community, who suspect, on reasonable grounds, that a child or young person is at risk of significant harm should report their concerns to the Child Protection Helpline. Mandatory reporters and non-mandatory reporters, including the general public, should phone 132 111.

In an emergency, where there are urgent concerns for the child's health or life, call the police using the emergency line triple zero (000).

WESTERN AUSTRALIA

If you are concerned about a child's wellbeing, please contact the Central Intake Team on 1800 273 889 or email cpduty@cpfs.wa.gov.au

To report a concern out of business hours please contact our Crisis Care Unit on 9223 1111 or Country free call 1800 199 008

If you believe a child is in immediate danger or in a life-threatening situation, contact the Western Australia Police immediately by dialing **000**.

VICTORIA

To make a report to child protection a person needs to have formed a reasonable belief that a child has suffered or is likely to suffer significant harm as a result of abuse or neglect. A reasonable belief does not require proof.

To report concerns that are life threatening, ring Victoria Police: 000

To report concerns about the immediate safety of a child after hours, call the After Hours Child Protection Emergency Service: 13 12 78.

To make a report, you should contact the child protection intake service covering the local government area (LGA) where the child normally resides. Telephone numbers to make a report during business hours (8.45am -5.00pm) can be located at: <https://services.dhhs.vic.gov.au/reporting-child-abuse>

SOUTH AUSTRALIA

If you are concerned about a child and have a reasonable suspicion that a child is being abused or neglected, phone the Child Abuse Report Line (CARL) 131 478.

The report line is open 24 hours a day, 7 days a week.

All serious concerns must be reported via the report line and not via the online reporting system. Serious concerns include when you suspect a child or infant is in imminent or immediate danger of:

- serious harm
- serious injury
- chronic neglect
- or when a child is in care of the department and you suspect they are being abused or neglected.

NORTHERN TERRITORY

You must report your concerns if you believe a child is being, or has been, abused or neglected. This is a legal responsibility under the Care and Protection of Children Act 2007 and is called mandatory reporting.

In an emergency call 000 and ask for police. If it is not an emergency call police on 131 444 or contact your local police station.

You can also report suspected child abuse and neglect to:
the Child Abuse Hotline on 1800 700 250
Crime Stoppers on 1800 333 000.

AUSTRALIAN CAPITAL TERRITORY

From 1 September 2019, new child sexual abuse reporting laws come into effect which make it offence for anyone in Canberra over 18 years old who reasonably believes a sexual offence has been committed against a child must make a report to Police.

If there is an immediate risk of harm, call 000, otherwise call ACT Policing on 131 444 to make a report.

TASMANIA

The role of Child Safety Service is to protect children and young people who are at risk of abuse or neglect. In Tasmania, the safety of children and young people is covered by the Children, Young Persons and their Families Act 1997 amended in August 2009 and December 2013.

If you have concerns for the safety or welfare of a child, call the Advice and Referral Line on 1800 000 123. If a child is at immediate risk and Police or medical assistance is required, dial 000.

Our general business hours are 8:30am and 5:00pm Monday to Friday, with after hours on-call services available for urgent calls.

Attachment E3: 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		

Formal resolution procedures followed (outline)	
If investigated: Finding -	
If went to hearing tribunal: Decision - Action recommended -	
If mediated: Date of mediation - Were both parties present - Terms of Agreement - Any other action taken -	
If went to appeals tribunal: Decision Action recommended	
Resolution	<input type="checkbox"/> Less than 3 months to resolve <input type="checkbox"/> Between 3 – 8 months to resolve <input type="checkbox"/> More than 8 months to resolve
Completed by	Name: Position: Signature: / /
Signed by:	Complainant: Respondent:

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

Government agency contacted	Who: When: Advice provided:
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.