



# Child and Youth Risk Management Strategy

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**Toowoomba Hockey Association Inc**



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# 1. TOOWOOMBA HOCKEY ASSOCIATION'S CHILD PROTECTION POLICY

## 1.1 Purpose

- 1.1.1 The policy provides the procedures that support our commitment to eliminating child abuse from our sport. As part of this commitment, the Toowoomba Hockey Association Inc. (THA) and affiliated clubs of the Association will take disciplinary action against any person or organisation bound by this policy if they breach it.

## 1.2 Who Must Comply

- 1.2.1 This policy applies to the following, whether they are in a paid or unpaid/voluntary capacity of THA or affiliated clubs of the Association:
- a) Individuals on the Board of Directors, committees and sub-committees.
  - b) Employees and volunteers.
  - c) Support personnel (e.g. managers).
  - d) Coaches and assistant coaches.
  - e) Players.
  - f) Referees, umpires and other officials.
  - g) Members, including life members.
  - h) Any other person or organisation that is a member of or affiliated to the THA.
  - i) Parents, guardians, spectators and sponsors to the full extent that is possible.

## 1.3 Statement of Commitment

- 1.3.1 The THA is committed to ensuring that the safety, welfare and wellbeing of children is maintained at all times during their participation in activities run by the THA.
- 1.3.2 The THA aims to provide a safe environment for all children and young people and to assist all paid employees and volunteers, officials, coaches, managers and members to recognise child abuse and neglect and follow the appropriate notification procedures when reporting alleged abuse.

## 1.4 Policy

- 1.4.1 All volunteers and staff within the THA, who directly and individually deal with children under the age of 18 on a regular basis will undergo the Working with Children Check and will hold a positive notice blue card (where exemptions do not apply).
- 1.4.2 Volunteers working on a short-term or one-off basis are not required to undergo the Working with Children Check or hold a blue card. However, if there are doubts about the length of service, the THA will require the person in question to undergo the Working with Children Check and hold a blue card (where an exemption does not apply).
- 1.4.3 THA volunteers are not required to undertake a Working with Children Check or hold a blue card where exemptions apply (as defined by the Commission for Children and Young People and Child Guardian), which includes the following circumstances:
- a) Children under the age of 18 years who are volunteers;
  - b) Parent volunteers who provide services or conduct activities in the THA and where the volunteer parent and child are involved in the same or similar service or activity
- 1.4.4 Where there is evidence, disclosure or reasonable suspicion of harm or abuse to a child or young person within the THA, the Department of Communities, the police or the relevant government department is to be notified immediately.
- 1.4.5 All disclosures and allegations of child abuse will be dealt with promptly, seriously, sensitively and confidentially. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected.



## **1.5 Implementing the Policy**

- 1.5.1 This policy will be effective from the date upon which it is accepted and adopted by the Board of Directors of the THA. All committee members, volunteers and staff who work with children and young people are to receive a copy of the policy upon its adoption, and are expected to familiarise themselves with the document.

## **1.6 Monitoring Compliance**

- 1.6.1 Compliance with this policy will be monitored by the THA's Board of Directors via regular liaison with THA volunteers and members.

## **1.7 Breaches**

- 1.7.1 The THA will review any allegations of breaches of this policy and take steps to minimise the risk of any further breaches. Non-compliance with the *Commission for Children and Young People and Child Guardian Act 2000 (Qld)* will result in penalties imposed under the Act. Refer to the Act for information regarding failure to comply.

## **1.8 Evaluation and Review**

- 1.8.1 This policy will be reviewed annually, in line with the THA's review of its entire Child and Youth Risk Management Strategy. The policy will be reviewed with regard given to any aspects of the document that require changes. This review shall be carried out by the THA's Board of Directors.



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## 2. CODE OF CONDUCT FOR INTERACTING WITH CHILDREN AND YOUNG PEOPLE

### 2.1 Who Must Comply With This Code?

- a) Individuals on the Board of Directors, committees and sub-committees;
- b) Employees and volunteers;
- c) Support personnel (e.g. managers);
- d) Coaches and assistant coaches;
- e) Players;
- f) Children and young people;
- g) Referees, umpires and other officials;
- h) Members, including life members;
- i) Any other person or organisation that is a member of or affiliated to the THA;
- j) Parents, guardians, spectators and sponsors to the full extent that is possible;

2.1.2 This Code of Conduct compliments the Codes of Behaviour for relevant positions within the organisation (see appendix 1.)

### 2.2 Code of Conduct

- a) Use appropriate language when dealing with children and young people;
- b) Do not make inappropriate physical contact with any children or young people;
- c) If coaching or officiating, maintain professional relationships with children and young people within the THA and treat them with the same respect you would offer an adult;
- d) Do not tolerate bullying within the THA, either amongst children and young people, or from adults towards children and young people;
- e) Place the safety and welfare of children and young people above all else;
- f) Report all violent and illegal acts;
- g) Set a good example for children and young people within the THA by the way you dress, speak and act.

2.2.2 If anyone within the THA is faced with an ethical dilemma, they should ask themselves:

- a) Is this action legal?
- b) Will the decision be in the best interest of the child or young person?
- c) Do I have all relevant information to make an informed, responsible decision?
- d) Is it consistent with the organisation and its policies?
- e) Do I think it is the right thing to do – if not, why not?
- f) Would other people think it was the right thing to do? If not, why not?
- g) What will the consequences be for our organisation, for my colleagues and for me?
- h) Can I justify my actions?
- i) What will happen if this matter becomes public, for example, in the media?



<b>Behaviour</b>	<b>Appropriate</b>	<b>Inappropriate</b>
Language	Using encouraging positive words and a pleasant tone of voice Open and honest communication	Insults, criticisms or name calling Bullying, swearing or yelling Sexually suggestive comments/jokes
Relationships	Being a positive role model Building relationships based on trust Empowering children to share in decision making	Favouritism or giving gifts Spending excessive amounts of time alone with children Contact outside of working hours (either physical or via email/phone) Bullying, harassment 'Grooming' children or young people
Physical Contact	Allowing for personal space Touching due to medical emergency or protecting from physical harm Non-threatening	Violent or aggressive behaviour including hitting, kicking, slapping or pushing Kissing or touching of a sexual nature consistent with 'grooming'
Other	Appropriate attire/clothing for role Use of internet/mobile phone for work related purposes only	Using alcohol or other substances before or during work Inappropriate clothing Sending inappropriate emails



### 3. VOLUNTEER POSITION DESCRIPTIONS

#### 3.1 THA Volunteer Coordinator Position Description

<b>Responsibility</b>	To essentially manage hockey volunteers in the association and provide the link between the Executive Committee and other volunteers.
<b>Key Roles</b>	<p>To be a member of the executive.</p> <p>Assist in the planning, implementation and evaluation of the volunteer management program.</p> <p>Assist in the development of a policy on volunteering in conjunction with the management committee.</p> <p>Plan and develop a recruitment strategy in alignment with the association planning process.</p> <p>Seek out, recruit, select, appoint in conjunction with the Board of Directors and deploy volunteers.</p> <p>Provide job descriptions for all tasks and revise volunteer duties regularly.</p> <p>Organise orientation and training of volunteers where appropriate.</p> <p>Hold regular meetings with volunteers.</p> <p>Ensure appropriate recognition of the volunteers &amp; make volunteers feel 'special' by public and personal acknowledgments.</p> <p>Keep up-to-date record of volunteers.</p> <p>Ensure that the right person is found for the particular job and that where there is a mismatch that the volunteer's feelings are considered and valued.</p>
<b>Helpful Hints</b>	<p>Be aware of the nature of volunteering and be able to keep volunteers motivated and enthusiastic.</p> <p>Have an understanding of the organisational goals and structure of the hockey Association.</p> <p>Know the role that volunteers play within the association.</p> <p>Know the principles of, and have the ability to manage people.</p> <p>Communicate effectively and in a positive, encouraging manner.</p> <p>Produce written material for posters, newsletters etc.</p> <p>Supervise, evaluate and make necessary changes to the volunteer programs as appropriate.</p> <p>Assist volunteers work together as a team.</p> <p>Create a social and friendly environment.</p>



### 3.2 THA Junior Chairman of Selectors Position Description

<b>Responsibility</b>	To select the most competent players for junior representative teams in conjunction with the Regional Coaching Director.
<b>Key Roles</b>	<p>Agree upon the competencies needed for each position, valid performance criteria and assessment methods with coach, assistant coach and manager.</p> <p>Communicate with clubs when player trials are to take place and when players have been identified as candidates for the team.</p> <p>Selection of players in specialist positions.</p> <p>Meet as a panel with coaches, assistant coach and manager to choose a team based on competence.</p>
<b>Attributes</b>	<p>A sound technical knowledge of the game is essential.</p> <p>The ability to observe and to be analytical is essential to establish important matters such as:</p> <ul style="list-style-type: none"><li>• whether a player has the ability to take the transition from one level to another;</li><li>• whether a player performs well in a high pressure situation;</li><li>• recognition of qualities such as determination and mental toughness;</li><li>• recognition of absolute potential.</li></ul> <p>A selector must be honest in his appraisal of and communication with players, at the same time being tactful. Criticism constructively presented has a positive influence but thoughtless criticism can be destructive to a playing career.</p>
<b>Other</b>	<p>It is important that selectors:</p> <ul style="list-style-type: none"><li>• maintain confidentiality of discussion.</li><li>• are objective and unbiased.</li><li>• are consistent in their views.</li><li>• Selectors need to be disciplined in the selection process to ensure that established criteria are met</li><li>• balance and overall team balance in relation to the match plan.</li><li>• Good selectors need to be both firm and persuasive; otherwise their well formed views will have no impact.</li></ul>



### 3.3 THA Senior Chairman of Selectors Position Description

<b>Responsibility</b>	To select the most competent players for senior representative teams in conjunction with the Regional Coaching Director.
<b>Key Roles</b>	<p>Agree upon the competencies needed for each position, valid performance criteria and assessment methods with coach, assistant coach and manager.</p> <p>Communicate with clubs when player trials are to take place and when players have been identified as candidates for the team.</p> <p>Selection of players in specialist positions.</p> <p>Meet as a panel with coaches, assistant coach and manager to choose a team based on competence.</p>
<b>Attributes</b>	<p>A sound technical knowledge of the game is essential.</p> <p>The ability to observe and to be analytical is essential to establish important matters such as:</p> <ul style="list-style-type: none"><li>• whether a player has the ability to take the transition from one level to another;</li><li>• whether a player performs well in a high pressure situation;</li><li>• recognition of qualities such as determination and mental toughness;</li><li>• recognition of absolute potential.</li></ul> <p>A selector must be honest in his appraisal of and communication with players, at the same time being tactful. Criticism constructively presented has a positive influence but thoughtless criticism can be destructive to a playing career.</p>
<b>Other</b>	<p>It is important that selectors:</p> <ul style="list-style-type: none"><li>• maintain confidentiality of discussion.</li><li>• are objective and unbiased.</li><li>• are consistent in their views.</li><li>• Selectors need to be disciplined in the selection process to ensure that established criteria are met</li><li>• balance and overall team balance in relation to the match plan.</li><li>• Good selectors need to be both firm and persuasive; otherwise their well formed views will have no impact.</li></ul>



### 3.4 THA Team Coach Position Description

<p><b>Responsibility</b></p>	<p>To provide the athletes with the opportunity to reach their potential through excellent technical and tactical coaching.</p> <p>Provide the platform to allow the team to excel at the major tournament.</p>
<p><b>Key Roles</b></p>	<p>Prepare all training and coaching programs for the team;</p> <p>Be responsible to supervise each coaching session for the team or delegate such areas of the coaching, training and fitness programmes to appropriate Association officials;</p> <p>Liaise with the appropriate selection panel regarding team composition and attend trials whenever possible.</p> <p>If injury occurs to any player, arrange and report on fitness test fourteen (14) days prior to departure or assembly, whichever is first and report to the Regional Coaching Director.</p> <p>At all times comply with all competition and match rules, THA guidelines, procedures and policies, THA codes of behaviour.</p> <p>Not act in any way that may bring the game of hockey, the team or the THA into disrepute;</p> <p>During any match or competition dates, attend at the team venues and provide coaching game support and guidance to the team members. The coach will also accompany the team to and from the event and stay with the team at the team accommodation (unless otherwise agreed by the THA);</p> <p>Ensure the team members conduct is appropriate at all times;</p> <p>Recommend appropriate disciplinary measures to THA for any team member that is not complying with THA requirements and guidelines;</p> <p>Attend regular meetings with THA at a time and place convenient to both parties to report on the progress of the team and provide such other information relating to the team and THA may require.</p> <p>The coach is responsible for completing the coaches report (as provided by THA) within 14 days and submission to the Toowoomba Hockey Committee.</p> <p>During the event:</p> <ul style="list-style-type: none"> <li>a) Rotate players on the field to ensure all players in the team play for equal time (if possible). Only in semi-finals and finals will the coach use their discretion on playing time for players.</li> <li>b) Under 11 players must be rotated evenly and given equal time (if possible).</li> <li>c) No captains or vice-captains are appointed for under 11 teams. The position of co-captains is rotated over the whole championships.</li> <li>d) Confer with the manager only on matters of dispute etc.</li> <li>e) Confer with the manager for the daily schedule.</li> <li>f) Selection of run-on team is to be advised to the manager as soon as possible after the team meeting with coach and captain prior to the match.</li> <li>g) Liaise with the manager and team physiotherapist/sports trainer on the appropriate nutritional intake and hydration needs for players during the championships.</li> </ul> <p>The representative coaches kit provides a fuller description of duties.</p>



### 3.5 THA Assistant Coach Position Description

<b>Responsibility</b>	To provide assistance, advice and support to, and carry out duties as designated by, the designated coach.
<b>Key Roles</b>	<p>The role of Assistant Coach involves the following duties:</p> <p>Pre-Tournament</p> <ul style="list-style-type: none"><li>• Be familiar with the coaching philosophy of the coach and be capable of supporting this</li><li>• philosophy</li><li>• Be familiar with the various strategies that the coach has for the team and be capable of</li><li>• supporting these strategies</li><li>• Assist the coach in identifying areas for development within the team</li><li>• Assist the coach at practices, matches and team discussions</li><li>• Assist the team manager where possible with logistics</li></ul> <p>During Tournament</p> <ul style="list-style-type: none"><li>• Assist the coach at practices (usually only one practice), matches and team discussions</li><li>• Assist the coach in identifying team strategy for each opponent</li><li>• Assist the team manager where possible with logistics</li></ul> <p>It is important to recognise that the role of assistant coach will differ from team to team. Each coach will have different expectations of an assistant coach and as a result a concrete job description is not possible. On that basis, it is important that a coach and assistant coach discuss their expectations as soon as possible following appointment to the position.</p> <p>The representative coaches kit provides a fuller description of duties.</p>



### 3.6 THA Team Manager Position Description

<b>Responsibility</b>	Team Managers have an extremely important role ensuring the successful management of the team and welfare of the players in their care.
<b>Key Roles</b>	<p>The role of Representative Manager involves the following duties:</p> <p>Pre-Tournament</p> <ul style="list-style-type: none"><li>• Coordinate the communication of information within the team, including team management (e.g. coaches) and Club Glenvale Reception/Accounts.</li><li>• Act as liaison between the players (and parents where appropriate), team management (e.g. coaches) and Club Glenvale Reception/Accounts.</li><li>• Ensure arrangements are in place for practices, preparation matches and state championships.</li><li>• Be responsible for the management and distribution of team gear (including uniforms, first aid kit, balls and other practice equipment).</li><li>• Prepare a team budget for all incidental costs across the program, communicate this information to players and collect payment from players (options exist in terms of the management of these funds and should be discussed with Club Glenvale Reception/Accounts).</li><li>• Coordinate team fundraising activities (although responsibility for various activities can be delegated).</li><li>• Ensure all relevant documentation relating to the team is completed and submitted to either Club Glenvale Reception.</li></ul> <p>During Tournament</p> <ul style="list-style-type: none"><li>• Establish the daily schedule in conjunction with the coaches and ensure arrangements are in place for the schedule to be delivered</li><li>• Be the liaison for the team with tournament personnel, as well as other interested parties, such as accommodation, airport and rental vehicle company staff.</li><li>• Be aware of specific tournament and tournament venue regulations and ensure these are adhered to by the team and team members.</li></ul> <p>Post-Tournament</p> <ul style="list-style-type: none"><li>• Return to THA all team gear distributed at the start of the program</li><li>• Prepare and submit to THA a report on the full team program, including the provision of all relevant financial information.</li></ul> <p>The representative manager's kit provides a fuller description of duties.</p>



### 3.7 THA Video Analyst Position Description

<b>Responsibility</b>	Team Managers have an extremely important role ensuring the successful management of the team and welfare of the players in their care.
<b>Key Roles</b>	<p>The role of Video Analyst involves the following duties:</p> <p>Pre-Tournament</p> <ul style="list-style-type: none"><li>• Be familiar with the effective operation of software and hardware used by THA for video analysis.</li><li>• Understand exactly what information the coach wishes to access from video analysis and code matches to capture this information.</li><li>• Video practices or matches as directed by the coach.</li><li>• Provide match analysis to the coach in a format suitable for intended use by the coach.</li><li>• If capable, provide additional feedback to the coach on strengths and weaknesses of the team or an opposition team that may be of interest to the coach.</li><li>• Assist the team manager where possible with logistics.</li></ul> <p>During Tournament</p> <ul style="list-style-type: none"><li>• Video matches as directed by the coach.</li><li>• Provide match analysis to the coach in a format suitable for intended use by the coach.</li><li>• If capable, provide additional feedback to the coach on strengths and weaknesses of the team or an opposition team that may be of interest to the coach.</li><li>• Assist the team manager where possible with logistics.</li></ul> <p>It is important to recognise that the role of video analyst will differ from team to team. Each coach will have different expectations of a Video Analyst and what information they want from video analysis, and as a result a concrete job description is not possible. On that basis, it is important that a coach and video analyst discuss their expectations as soon as possible following appointment to the position.</p>



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## 4. RECRUITMENT, SELECTION, MANAGEMENT AND TRAINING OF STAFF AND VOLUNTEERS

- 4.1.1 To assist with effective child protection, the THA will implement appropriate recruitment, selection, screening, induction, monitoring and management of volunteers and staff who work with children and young people within the THA, see *Appendix 12.1 Recruitment and Selection of Volunteers Procedure*.
- 4.1.2 Any person nominated by the THA Board of Directors to recruit volunteers and staff will implement this Child Protection Risk Management Strategy in all recruiting activities. In particular, applicants for positions regularly dealing with children will be required to demonstrate an ability to comply with child safety requirements and will be informed that it will be mandatory for them to hold and maintain a blue card while working for the Association (where an exemption does not apply).
- 4.1.3 Once identified, volunteers and staff will be screened to ensure that they fit with the organisation and with the positions to be filled. In screening volunteers and staff, the Association recognises the importance of assessing the skills, experience and availability of potential workers, or their willingness to learn the required skills through training. Volunteers and staff should then be matched to the needs of the Association.
- 4.1.4 Once new volunteers and staff have been successfully recruited and screened, the Association will ensure their effective induction. Induction will include making workers aware of the following:
- The THA's commitment to an environment which is safe and friendly to children and young people;
  - The THA's child and youth friendly policies, codes of conduct and procedures;
  - Procedures to follow when harm is disclosed or suspected;
  - Their rights and responsibilities;
  - What is expected of them;
  - What they can and can't do – the boundaries of their roles;
  - The roles of the key people in the THA;
  - What to expect if there is an allegation of harm made against them or to them;
- 4.1.5 Once selected, volunteers and staff regularly working with children and young people will be required to obtain a blue card (where an exemption does not apply). The Association's blue card register (*Appendix 12.2 Blue Card Membership Register*) will be utilised to monitor who within the Association holds a current blue card, as well as blue card numbers and expiry dates.
- 4.1.6 Training will be provided to volunteers and staff to outline their responsibilities under the THA's codes of conduct and other organisational policies. Training will also be provided that alerts workers to the nature of harm which can occur to children and young people, and how to respond to disclosures or suspicions of harm.
- 4.1.7 Training for volunteers and staff will aim to:
- Enhance the skills and knowledge of workers, enabling them to do their job effectively;
  - Reduce exposure to risks;
  - Support friendly environments for children and young people.
- 4.1.8 The THA may use information sheets, training materials and strategies to help volunteers, staff and parents identify and manage risks of harm.



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## 5. HANDLING DISCLOSURES OR SUSPICIONS OF HARM

### 5.1 Policy

All staff will receive training in identifying risks of harm and handling disclosures or suspicions of harm as soon as possible upon commencing employment. All staff will report disclosed or suspected harm to either the Department of Communities or the Queensland Police Service who will decide on an appropriate course of action.

### 5.2 Who must comply with this policy?

5.2.1 The following people must comply with this policy:

- a) Employees and volunteers;
- b) Contractors;
- c) Committee members; and
- d) Work experience students/students on placement.

### 5.3 Definitions of Harm

5.3.1 Harm as defined under the *Child Protection Act 1999* as 'any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. For harm to be significant, the detrimental effect on the child's wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child's presentation, functioning or behaviour'.

5.3.2 Harm may be categorised as:

- a) Physical abuse, for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication;
- b) Emotional or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement;
- c) Neglect, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school, and
- d) Sexual abuse or exploitation, for example sexual jokes or touching, exposing children to sexual acts or pornography or having sexual intercourse with a child or young person under 16 years of age (even if the child appears to have consented).

### 5.4 Definition of Suspicion of Harm

5.4.1 You can suspect harm if:

- a) You are concerned by significant changes in behaviour or the presence of new unexplained and suspicious injuries.

### 5.5 Receiving a Disclosure

5.5.1 When THA volunteers or staff are confronted with disclosures of harm or suspect harm to children and young people, they will respond professionally and in the best interests of the child or young person subjected to the alleged harm. Complaints will be dealt with promptly, seriously, sensitively and confidentially.

5.5.2 In the event that a volunteer or employee is confronted with disclosures of harm, that person will:

- a) Not react in a shocked or critical way;
- b) Reassure the child or young person they have done the right thing in telling;
- c) Say they need to tell someone else who can help the child or young person;
- d) Reassure the child or young person that they will only tell someone who will make them safe;
- e) Ultimately believe the child or young person and assume that they are telling the truth;
- f) Not ask leading questions such as "Did 'x' touch you?", but ask non-leading questions such as "Tell me what happened next";
- g) Only ask the child or young person enough questions to determine the need to report the matter to the Queensland Police Service or the Department of Communities.



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## 5.6 Dealing With A Disclosure

- 5.6.1 Following a disclosure of harm from a child or young person, the THA will investigate whether the allegation should be reported to either the Queensland Police Service or the Department of Communities. If the incident(s) are serious or criminal in nature, the THA's response should be immediate. All other allegations should be actioned as soon as possible, preferably within 24 hours.
- 5.6.2 For allegations of a serious or criminal nature, the THA will follow these guidelines:
- If the allegation involves a child at risk of harm, the incident should immediately be reported to the police or other appropriate authority. Some allegations may need to be reported to both the police and relevant government agency
  - The THA will contact the Commission for Children and Young People and Child Guardian for advice if there is any doubt whether the complaint should be reported.
  - If the child's parent(s) or guardian is suspected of committing the abuse, the THA will report the allegation to the Police or the Department of Communities immediately.
- 5.6.3 Strict confidentiality, impartiality, fairness and due process must be maintained at all times.
- 5.6.4 Under no circumstances will the THA conduct its own investigations into any serious allegations or allegations of a criminal nature.

## 5.7 Definition of Disclosure of Harm

- 5.7.1 A disclosure of harm occurs when someone, including a child, tells you about harm that has happened or is likely to happen.
- 5.7.2 Disclosures of harm may start with:
- "I think I saw ...."
  - "Somebody told me that ..."
  - "Just think you should know ..."
  - "I'm not sure what I want you to do, but ..."

## 5.8 Procedures to Minimise Harm to Children and Young People

- 5.8.1 Our organisation works to minimise harm to children and young people by acting in a manner that supports their interests and wellbeing, by:
- Making sure that children know that it is their right to feel safe at all times;
  - Teaching them about acceptable and unacceptable behaviour in general;
  - Letting them know who is and who is not an employee in the organisation;
  - Allowing them to be a part of decision-making processes;
  - Making sure they are safe by monitoring their activities and ensuring their environment meets all safety requirements;
  - Taking anything a child or young person says seriously and following up their concerns;
  - Letting them know there is no secret too awful, no story too terrible, that they can't share with someone they trust;
  - Teaching them about appropriate and inappropriate contact in a manner appropriate to their age and level of understanding;
  - Teaching children and young people to say 'no' to anything that makes them feel unsafe;
  - Encouraging them to tell staff of any suspicious activities or people; and
  - Listening to children and young people and letting them know that staff are available for them if they have any concerns.



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## 5.9 Procedures for Receiving a Disclosure of Harm

5.9.1 When receiving a disclosure of harm:

- a) Remain calm and find a private place to talk;
- b) Don't promise that you'll keep a secret; tell them they have done the right thing in telling you but that you'll need to tell someone who can help keep them safe;
- c) Only ask enough questions to confirm the need to report the matter; probing questions could cause distress, confusion and interfere with any later enquiries; and
- d) Do not attempt to conduct your own investigation or mediate and outcome between the parties involved.

## 5.10 Reporting Guidelines for Disclosures or Suspicions of Harm

5.10.1 Following are the actions are organisation will take immediate following a disclosure or suspicion of harm.

### 5.11 Documenting a Suspicion of Harm

5.11.1 If you or others have concerns about the safety of a child, record your concerns in a non-judgemental and accurate manner as soon as possible. If a parent explains a noticeable mark on a child, record you own observations as well as accurate details of the conversation. If you see unsafe or harmful actions towards a child in your care, intervene immediately, provided it is safe to do so. If it is unsafe, call the police for assistance.

### 5.12 Documenting a Disclosure of Harm

5.12.1 Complete an incident report form (*Appendix 12.3 Incident Report Form*) or record the details as soon as possible so that they are accurately captured. Include:

- a) Time, date and place of the disclosure;
- b) 'Word for word' what happened and what was said, including anything you said and any actions that have been taken; and
- c) Date of report and signature.

5.12.2 If you need to take notes as the person is telling you, explain that you are taking a record in case any later enquiry occurs.

### 5.13 Reporting the Disclosure or Suspicion of Harm to Authorities

5.13.1 Our organisation will not conduct its own enquiries in relation to the disclosure or suspicion of harm or try to come to an agreement between the parties involved. The person who receives a disclosure or suspects harm is to contact the relevant authority to ensure information provided is comprehensive and accurate.

5.13.2 Report the matter to:

- a) Department of Communities (Child Safety Services) on 1300 683 390 or freecall 1800 811 810; or
- b) Queensland Police Service on (07) 4631 6333 and ask for the Child Protection Investigation Unit.

### 5.14 Actions Following a Disclosure of Harm

5.14.1 Support and counselling will be offered to all parties involved.

5.14.2 Processes for those involved in the report:

- a) The child or young person: The children and young people involved should be offered appropriate counselling and support.
- b) The person who made the report: *Under Section 22 of the Child Protection Act 1999*, a person who reports suspected child abuse is protected from civil or criminal legal actions and is not considered to have broken any code of conduct ethics. Details of the person who made the report are to be completely confidential and will not be made available to the family of the child or young person, or the person against whom the allegation has been made.



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- c) The person against whom the allegation has been made: If the person responding to the allegation of harm is a member of the organisation, you may need to review their duties. If they continue to interact/work with children, ensure that they are appropriately supervised at all times. You may want to seek legal advice as to the extent to which that person can carry out duties in the organisation.

## **5.15 Review Procedures**

- 5.15.1 The organisation's policy and procedures for handling disclosures or suspicions of harm are to be reviewed and assessed regularly to ensure that the Association is continuing to provide a safe and supportive service environment.



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## 6. MANAGING BREACHES OF THE RISK MANAGEMENT STRATEGY

- 6.1.1 The THA will review any allegations of breaches of the Child and Youth Risk Management Strategy and take steps to minimise the risk of any further breaches.
- 6.1.2 Non-compliance with the *Commission for Children and Young People Act 2000 (Qld)* will result in penalties imposed under the Act. Refer to the Act for information regarding failure to comply.
- 6.1.3 Refer to (*Appendix 12.4 Managing Breaches of the Risk Management Strategy*) for complete policy.



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## 7. HIGH RISK ACTIVITIES AND SPECIAL EVENTS

7.1.1 Association volunteers and employees have less control over events and activities which are conducted away from the Toowoomba Hockey Centre, Clyde Park. Volunteers and paid employees must therefore ensure that participating in 'away' events or activities will not compromise the Association's commitment to providing a safe environment for children and young people by:

- a) Ensuring that enough information has been provided to parents or carers so they can make an informed decision about whether they want their children to attend;
- b) Evaluating any risks involved with attending the event and developing procedures to minimise those risks;
- c) Ensuring that event organisers are committed to an environment which is safe and friendly for children and young people and that they have developed policies and procedures supporting such an environment.

7.1.2 Refer to (*Appendix 12.5 for THA Recommended Guidelines*).



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## 8. COMPLIANCE WITH BLUE CARD LEGISLATION

- 8.1.1 The THA will comply with blue card legislation by ensuring that all relevant volunteers and paid employees within the Association undergo the Working with Children Check and obtain a positive notice blue card. The THA's Board of Directors will assist relevant volunteers or paid employees in seeking approval to work with children from the Commission for Children and Young People and Child Guardian. Compliance with the Child Protection Policy included within this risk management strategy will help ensure that the THA complies with blue card legislation.
- 8.1.2 The THA will respect the confidentiality of information relating to applications by volunteers and staff for blue cards and will maintain appropriate systems to protect the privacy of applicants.
- 8.1.3 Refer to *Appendix 12.6 for THA's Blue Card Legislation Policy*.



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## 9. RIGHTS AND EXPECTATIONS OF PARENTS AND GUARDIANS

Parents and guardians often turn to sport as a safe place for children to build character, develop skills, learn valuable lessons and to have fun. While involvement in sport remains a positive experience for most participants, parents are now aware that children can face the risk of being harassed and abused in sport. In addition to the THA's volunteers and paid employees, parents can play a key role in creating a safe environment for children in sport.

The following actions will help parents contribute to providing a safe environment:

- a) Get involved and get to know your child's coach. Maintain open and frank communication. If things occur that disturb you, talk to the coach about them;
- b) Speak out when you hear language or attitudes that contribute to a negative or unsafe environment. You may wish to pursue your issues with the THA Board of Directors;
- c) Be careful not to put coaches on pedestals. Tell your children it's okay to say 'no' if the coach is doing something that makes them feel uncomfortable;
- d) Make an effort to attend training and games whenever you can;
- e) Be wary of private, closed training sessions. If they occur on a regular basis ask the coach for an explanation;
- f) Be wary of any increases in the amount of time the coach spends with your children beyond the training session;
- g) If you volunteer in sport and are asked to take part in screening, accept this as a positive step to keep children safe;
- h) Make sure you are not part of the problem. Don't engage in verbal abuse of officials, coaches or others;
- i) Know and abide by the Parents Code of Behaviour (refer to *Appendix 12.7 Parent/Guardian Code of Behaviour*) and encourage others to do the same;
- j) Encourage your child to play by the rules;
- k) Never ridicule your child for making a mistake.



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## **10. PROCEDURES FOR REVIEWING THE CHILD AND YOUTH RISK MANAGEMENT STRATEGY**

To ensure that the child and youth risk management strategy remains current and effective in identifying and minimising risks of harm to children, this strategy will be monitored and reviewed.

### **10.1 Frequency Of Reviews**

10.1.1 This strategy will be reviewed annually in accordance with the legislation. In the event that the organisation identifies concerns, particularly following an incident, the child and youth risk management strategy will be reviewed.

### **10.2 Who Will Be Involved In The Review**

10.2.1 Employees and volunteers, parents and carers, children and young people and other stakeholders will be involved in the review of the child and youth risk management strategy.

### **10.3 What Will Be Covered In The Review**

10.3.1 The child and youth risk management strategy will be reviewed in its entirety. The date of the review, where the review took place, who was present and what was discussed will be recorded.

10.3.2 Issues to be considered in the review include:

- a) Whether stakeholders adhered to the policies and procedures;
- b) The incidents relating to the protection of children or young people from harm and the outcome of these incidents;
- c) The effectiveness of policies and procedures in preventing or minimising harm to children and young people; and
- d) The frequency of training in the child and youth risk management strategy.

### **10.4 Following The Review**

10.4.1 Stakeholders will be advised of any changes to policies and procedures, and training will be provided if necessary.

### **10.5 Procedures For Maintaining the Employee Register**

10.5.1 The organisation will regularly review and update the employee register.



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## 11. STRATEGIES FOR COMMUNICATION AND SUPPORT

Copies of this child and youth risk management strategy will be made available to all volunteers and staff that regularly deal with children and young people within the THA. This will ensure that all the THA's relevant workers understand what is expected of them with regard to providing a safe and friendly environment for children and young people. A copy of the strategy will also remain available and easily accessible at Club Glenvale Reception.

An information sheet has been developed to provide a summary for parents and carers in relation to the Association's child and youth risk management strategy (*appendix 12.8 Information Sheet for Parents/Carers*).



## **12. APPENDICES**

### **12.1 Recruitment and Selection of Volunteers Procedure**

### **12.2 Blue Card Membership Register**

### **12.3 Incident Report Form**

### **12.4 Managing Breaches of the Child and Youth Risk Management Strategy Policy**

### **12.5 THA Recommended Guidelines**

### **12.6 Blue Card Compliance Policy**

### **12.7 Parent/Guardian Code of Behaviour**

### **12.8 Information Sheet For Parents/Carers**

### **12.9 Coaches Code of Behaviour**

### **12.10 Officials Code of Behaviour**



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## 13. GOVERNANCE

### 13.1 Responsibility

<b>Policy Owner</b>	THA Board of Directors
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### 13.2 Version Control And Change History

<b>Version Number</b>	<b>Approval Date</b>	<b>Approved by</b>	<b>Amendment</b>
1	07/06/2011	THA Board of Directors	

### 13.3 Policy And Procedure Directory

<b>Category</b>	
2.	THA Board of Directors



## APPENDIX 12.1

### 1. RECRUITMENT AND SELECTION OF VOLUNTEERS PROCEDURE

The Toowoomba Hockey Association Inc. (THA) recognises that risk management for child protection begins with the recruiting, screening and selection of the right people to work with players, and continues by having consistent procedures in place for all volunteers (including paid employees) to follow, with adequate management and supervision to ensure they comply with these procedures.

The THA therefore has a written policy on the selection, supervision and management of volunteers and employees.

#### 1.1 Planning

##### 1.1.1 Job Analysis

All positions at THA are subject to a job analysis before they are advertised. This analysis includes and will be conducted on an annual basis:

- a) Summarising the duties to be performed in the job;
- b) Deciding how much supervision it involves;
- c) Deciding who the supervisor will be;
- d) The equipment/work aids used to perform the duties of the job;
- e) Outlining the physical environment of the work;
- f) Listing the skills or abilities needed to perform the work;
- g) Determining the THA's requirements in relation to the job, e.g. blue card application requirements, accreditation level, first aid qualifications, bus or car licence;
- h) Listing special skills or qualifications required for the job;
- i) Indicating any special training that may be necessary after the volunteer enters the job.

##### 1.1.2 Duty Statement

The job analysis is used by the THA as the basis for developing a job description/duty statement which targets the skills and experience necessary for working with children and young people. Duty statements are developed for all positions in the THA.

The duty statement makes explicit the mandatory conditions, including the code of conduct under which volunteers and employees are expected to work, and is the basis for the selection criteria for the position. Questions at interview will be based on the criteria developed from the duty statement.

##### 1.1.3 Advertising

Any positions vacant advertising should include, but not be limited to, the following:

- a) Highlight key responsibilities of the role;
- b) Identify the aims of the THA;
- c) Reflect the THA's positive stance on child protection and equal opportunities;
- d) Advise how further information can be obtained.

##### 1.1.4 Selection Process

On receipt of applications:

- a) Use application forms to collect information on each applicant;
- b) Ensure that more than one THA official reviews the application form;
- c) The job description/duty statement for a position will assist in identifying whether people applying have the particular skills, knowledge, abilities and, where relevant, qualifications required to do the job, as well as the personal qualities the THA is looking for;
- d) Once an application has been submitted an email of acknowledgment to be returned informing the applicant their application has been received and they will be notified in due course of the outcome.



### 1.1.5 Short-listing

- a) The interview panel should be identified and availability confirmed (preferably at least two);
- b) The number of candidates to be interviewed agreed to;
- c) Interview schedule to be organised with potential candidates;
- d) Ask for identification documents to confirm the identity of the applicant, (e.g. passport or driving licence);
- e) Before the selection interview, the interview panel develops reasonable but probing questions that relate to:
  - An applicant's history, background and attitudes; and the selection criteria.
  - Should provide the applicant with the opportunity to recount previous experiences and give examples of how they have or would handle situations.

### 1.1.6 Interviewing

The interview will enable the THA to explore further the information provided in the application form.

It's important to elicit information regarding an applicant's technical capabilities and is also necessary to explore their attitudes and commitment to child welfare. Listed below are examples of questions that could be used to discover this information:

- Tell us about any previous experience you have working with children or young people;
- Give a child related scenario and ask the applicant what they would do e.g. 'it's a winter evening and the training sessions finished. A parent has not arrived to pick up their child – what would you do?' The applicant would be expected to say they would stay with the child and contact the parents to find out where they were;
- Is there anything we should know that could affect your suitability to work with children or young people?

### 1.1.7 References

Request at least two references from individuals who are not related to the applicant.

One reference should be associated with the applicant's place of work and, if possible, one that demonstrates the individual has been involved in sport, particularly children's hockey, previously.

References should be followed up prior to any offer of appointment being made. If the references raise any concerns, these need to be investigated further.

Check that the applicant has a blue card.

### 1.1.8 Screening

It is the policy of the THA that all volunteers and employees are cleared to work with children where applicable (e.g. Not exempt due to limited contract).

- a) Hold a valid blue card. In some cases, deemed appropriate by the THA, volunteers or employees who work with children but are not required to hold a blue card (e.g. a parent volunteer);
- b) May be asked to consent to a criminal history check through the Queensland Police Service;
- c) Where volunteer parents are working with children, it will always be in the presence of who are cleared to work with children.

### 1.1.9 Appointing Volunteers and Employees

The THA must consider all the information it receives via the application form, confirmation of identity, results of the follow up of references and blue card application. This information should then be considered alongside the outcome of the meeting/interview to make an informed decision as to whether or not to accept the applicant into their employment.



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## 1.2 Induction

- 1.2.1 The THA has a written induction process which applies to all volunteers and employees and includes procedures for making employees aware of the legislation on child protection, and the code of behaviour expected of volunteers and employees.
- 1.2.2 The Induction process includes, but is not limited to:
- a) Professional development about identifying and reporting harm or suspected harm;
  - b) Making employees aware of the protocols for the protection of children (see below) – having them sign up to the THA's child protection policy and procedures, guidelines and codes of conduct;
- 1.2.3 It should be noted that it is a policy of the THA that:
- a) Employees are not alone with individual children in areas where they cannot be seen by other volunteers or employees or children;
  - b) All interviews with a child in relation to behaviour management issues are carried out in the presence of at least two volunteers or employees;
  - c) Volunteers or employees do not use their private vehicles to transport children without the permission of the President, Board of Directors and parents of the child;
  - d) Volunteers and employees do not invite children to their homes without the permission of the President, Board of Directors and parents of the child.





## APPENDIX 12.3

### INCIDENT REPORT FORM

<b>Name of Organisation:</b>			
<b>Date of Report:</b>	____/____/____	<b>Time Report Written:</b>	
<b>Name/s of the person or people involved in the incident:</b>			
<b>Description of the incident:</b>			
<b>Date incident occurred::</b>	____/____/____	<b>Time Report Written:</b>	
<b>Location where incident occurred:</b>			
<b>Nature of incident</b>			
<b>Summary of events</b>			
<b>Immediate action taken</b>			
<b>If no action taken – reason</b>			
<b>Name of person completing form</b>		<b>Contact Number</b>	
<b>Signature</b>		<b>Date</b>	____/____/____



## APPENDIX 12.4

# 1. MANAGING BREACHES OF THE CHILD AND YOUTH RISK MANAGEMENT STRATEGY

### 1.1 Purpose

- 1.1.1 This plan outlines the steps to be taken following a breach of the child and youth risk management strategy in order to address the breach in a fair and supportive manner.

### 1.2 Definition

- 1.2.1 A breach is any action or inaction by any member of the organisation, including children and young people, that fails to comply with any part of the strategy. This includes any breach in relation to:
- Statement of commitment to the safety and wellbeing of children and the protection of children from harm;
  - Code of conduct for interacting with children and young people;
  - Procedures for recruiting, selecting, training and managing paid employees and volunteers;
  - Policies and guidelines for handling disclosures or suspicions of harm, including reporting guidelines;
  - Policies and procedures for implementing and reviewing the children and youth risk management strategy and maintaining an employee register;
  - Risk management plans for high risk activities and special events; and
  - Strategies for communication and support.
- 1.2.2 All stakeholders are to be made aware of the actions or inactions that form a breach as well as the potential outcomes of breaching the child and youth risk management strategy.

### 1.3 Who Must Comply With This Policy?

- Employees, volunteers and contractors;
- Committee members;
- Work experience students/students on placement;
- Parents and carers; and
- Children and young people.

### 1.4 Processes To Manage A Breach Of The Child And Youth Risk Management Strategy

- 1.4.1 Breaches will be managed in a fair, unbiased and supportive manner. The following will occur:
- All people concerned will be advised of the process;
  - All people concerned will be able to provide their version of events;
  - The details of the breach, including the versions of all parties and the outcome will be recorded;
  - Matters discussed in relation to the breach will be kept confidential; and
  - An appropriate outcome will be decided.

### 1.5 Suitable Outcomes For Breaches

- 1.5.1 Depending on the nature of the breach, outcomes may include:
- Emphasising the relevant component of the child and youth risk management strategy, for example, the code of conduct;
  - Providing closer supervision;



- 
- c) Further education and training;
  - d) Mediating between those involved in the incident (where appropriate);
  - e) Disciplinary procedures if necessary; or
  - f) Reviewing current policies and procedures and developing new policies and procedures if necessary.
- 1.5.2 The Toowoomba Hockey Association Inc. (THA) will review any allegations of breaches of the Child and Youth Risk Management Strategy and take steps to minimise the risk of any further breaches. Non-compliance with the *Commission for Children and Young People Act 2000 (Qld)* will result in penalties imposed under the Act. Refer to the Act for information regarding failure to comply.



## APPENDIX 12.5

### 1. RECOMMENDED GUIDELINES: COACHES AND OFFICIALS

Toowoomba Hockey Association Inc. (THA) coaches and officials need to be aware that not all children will understand an action or request in the same manner. One child may see an action as usual or acceptable behaviour while another may find it unacceptable. A child's interpretation of an action may also be influenced by cultural and religious differences, gender and prior experiences. It is important therefore to be aware of your communication style.

The following principles or actions may help coaches provide a safe environment.

- a) Ensure your actions are at all times unambiguously professional. Give a verbal explanation in front of all players (and preferably parents as well) of how, where, when and why you may need to touch players.
- b) Remember that the welfare of the child or children is always of paramount importance.
- c) Know the policies, complaint processes and guidelines under the Child and Youth Risk Management Strategy and how they apply to you.
- d) Understand and commit to the hockey coaches code of behaviour (*appendix 12.9*) and officials code of behaviour (*appendix 12.10*).
- e) Understand how the child protection legislation in your state may affect you.
- f) Ensure that any physical conduct with children is appropriate to the development of skills required for hockey. Generally physical contact with players should be to develop skills, to give sports massage, to treat an injury or to prevent or respond to an injury.
- g) Be careful about which part of your body is and how much of it is in contact with a child's body.
- h) Avoid unaccompanied and unobserved activities with children. Try not to separate yourself and a child from the line of sight of other people. If you need to have a private talk with a child about their ability or behaviour, do this in an open place near others. Invite another coach or support person to join the conversation or talk to more than one child at a time.
- i) Have sufficient coaches/assistants for effective supervision based on the age and number of children involved.
- j) Use positive and age-appropriate language when talking to and in the presence of children. Avoid bad or aggressive language that could intimidate a child or set a bad example.
- k) Before entering change rooms knock or announce that you will be coming in and try to have at least one other adult with you. Do not isolate yourself and a child from others in the change room.
- l) Follow the THA guidelines that if a parent is late picking up their child that the second to last child and their parent or guardian will wait with you and the child. This will also enable you to concentrate on making contact with the parent.
- m) Avoid the risk of being left alone with a child by having a parent, guardian or support person assist you with the training. Require that person to wait with you until all children have left.
- n) Do not engage in or let others engage in any of the following:
  - Abusive initiation or team bonding activities;
  - Forcing children into 'macho type' activities;
  - Rough, physical hurtful or sexually provocative games;
  - Regular scapegoating, ridiculing, rejecting, isolating or taking the 'mickey' out of a child.
- o) Maintain control – avoid losing your temper (verbally or physically). If you find you regularly lose your temper with children you should seek support or consider whether you have the patience to work with children. Some ideas to assist with maintaining control include: -
  - Set up basic rules at the beginning of the season, such as follow instructions, have a go, no putdowns. Make sure children are aware of these rules;



- Give positive messages;
- Have a time out area for children that are not behaving;
- Adopt a card system to express concerns with a child's behaviour rather than becoming verbally agitated e.g. a yellow card is a warning, two yellow cards means time out for two (2) minutes, a red card could mean the child misses out on next weeks game.

## 2. RECOMMENDED GUIDELINES: PARENTS

Parents often turn to sport as a safe place for children to build character, develop skills, learn valuable lessons and to have fun. While involvement in sport remains a positive experience for most participants, parents are now aware that children can face the risk of being harassed and abused in sport. Parents can also play a key role in creating a safe environment for children in sport.

The following actions will help parents contribute to providing a safe environment.

- a) Get involved and get to know your child's coach. Maintain open and frank communication. If things occur that disturb you, talk to the coach about them.
- b) Speak out when you hear language or attitudes that contribute to a negative or unsafe environment.
- c) You may wish to pursue your issues with THA executives.
- d) Be careful not to put coaches on pedestals. Tell your children its okay to say 'no' if the coach is doing something that makes them feel 'creepy'.
- e) Make an effort to attend training and games whenever you can.
- f) Be wary of private, closed training sessions. If they occur on a regular basis ask the coach for an explanation.
- g) Be wary of any increases of the amount of time the coach spends with your children beyond the training session.
- h) If you volunteer in sport and ask to take part in screening, accept this as a positive step to keep children safe.
- i) Make sure you are not part of the problem. Don't sling verbal abuse at referees, coaches or others.
- j) Know and abide by the THA Parents/Guardian Code of Behaviour (*Appendix 12.7*), and encourage others to do the same.
- k) Encourage your child to play by the rules.
- l) Never ridicule your child for making a mistake.

## 3. RECOMMENDED GUIDELINES: DROP OFF AND PICK UP OF PARTICIPANTS BY PARENTS/GUARDIANS

Children may be dropped off before an activity and picked up afterwards by their parents or guardians. In other instances, children may make their own way to and from an activity. On their way to and from children may be exposed to potential risk. The following considerations provide a guideline.

- a) Agree with parents a set procedure for drop off and pick up arrangements, including whether a child makes their own way to and from an activity, or will be dropped off and picked up. Let children and their parents/guardians know the times of training and games and when they can expect to collect their children. Advise them that it is not your responsibility to transport children home if parents are delayed.
- b) Ensure there is a buffer period where a coach or official arrives a certain period of time before an activity starts and stays a certain period of time after it ends.
- c) Wait with the child if possible (in the presence of others), and make contact with the parent/guardian if necessary.
- d) Avoid the risk of being alone with a child by having a parent/guardian or support person assist you with the training. Require that person to wait until all children have left.



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## 4. RECOMMENDED GUIDELINES: TRANSPORT OF PLAYERS AND PARTICIPANTS

All players/participants will be responsible for their own transportation to and from representative training. The THA will be responsible for transporting representative players/participants to and from southern cross/coulter shield and state championships and will ensure that:

- a) The driver is properly licensed.
- b) The ride is directly to/from sports or recreation facilities.

## 5. RECOMMENDED GUIDELINES: OVERNIGHT TRIPS

- a) Always have more than one adult with children on an overnight trip.
- b) There should always be more than one adult with a group of children, even if the number of children is small.
- c) Do not separate yourself and children from other adults.
- d) Obtain separate sleeping accommodation from the children (adults in separate rooms). However, ensure that adults are within hearing distance of the children to be able to respond to any alarm raised by a child.
- e) If an alarm is raised by a child more than one adult should respond.

### References:

Play By The Rules website (<http://www.playbytherules.net.au>).



## APPENDIX 12.6

### 1. BLUE CARD COMPLIANCE POLICY

#### 1.1 Introduction

- 1.1.1 This policy supports the Toowoomba Hockey Association Inc. (THA) position in providing a safe environment for all players and others who engage in the game of hockey.
- 1.1.2 This policy has been created to endeavour to protect all THA individual members who are under 18 years of age from all forms of physical or mental violence, exploitation and abuse (including sexual abuse) while under the care and conduct of any coach, trainer, manager or other official.
- 1.1.3 This policy provides direction to all THA affiliated clubs on the procedures for complying with the requirements for the Working with Children Check – Blue Card administered by the *Commission for Children and Young People and Child Guardian Act (2000)*.

#### 1.2 Definitions And Roles

- 1.2.1 The Commission means the Commission for Children and Young People and Child Guardian (CCYPCG) which is an independent statutory authority which promotes and protects the rights, interests and well being of children and young people in Queensland.
- 1.2.2 Regulated Employment means that the usual functions of the employment (including volunteer work) include or are likely to include:
  - a) Providing services at an Association level that are directed mainly towards children; or
  - b) Conducting activities at an Association level that mainly involve children; and
  - c) The services are provided, or the activities are conducted, by or within an Association level or similar entity.
- 1.2.3 Disqualified person – It is an offence for a 'disqualified person' to apply (sign) for a blue card or renew a blue card. Further it is also an offence for a 'disqualified person' to:
  - a) make an application to carry on, or continue carrying on a regulated business; or
  - b) apply for, or start or continue in, regulated employment.A 'disqualified person' is a person who:
  - c) has been convicted of a disqualifying offence (including a child-related sex or pornography offence, or murder of a child); or
  - d) is a reportable offender with current reporting obligations under the *Child Protection (Offender Reporting) Act 2004*; or
  - e) is under a child protection offender prohibition order; or
  - f) is under a disqualification order prohibiting them from applying for or holding a blue card.
- 1.2.4 Disqualifying offence – a list of disqualifying offences is available from the CCYPCG.

#### 1.3 Who Does The Working With Children Check Relate To?

- 1.3.1 Children under 18 years of age who are volunteers are not required to undergo a criminal history check under this category.
- 1.3.2 All volunteers and paid employees over the age of 18 who work with children or young people must apply for a blue card.
- 1.3.3 All volunteers must hold a blue card before they start volunteering in any area of regulated employment, regardless of how often they come into contact with children and young people.
- 1.3.4 The Association has recognised and accepted that parents who are actively involved in working with and/or supervising children are not always involved in the same or similar activities from week to week. Therefore parents who are involved in an official capacity with juniors are required to complete the blue card screening procedures.



1.3.5 The following is a list of persons who must complete the screening procedures:

- a) THA committee member and Board of Directors;
- b) Coach and assistant coach;
- c) Umpires and mentors;
- d) First aid officer;
- e) Team manager and assistants;
- f) Paid employees who work with children.

NOTE: This list is in no way limited to the above categories. Any volunteer involved in working with participants under the age of 18 years must complete the screening process.

## 1.4 Background Of The Working With Children Check – Blue Card

1.4.1 The Working with Children Check is a detailed check of a person's criminal history (if any) including charges or convictions.

1.4.2 This involves a check of relevant police information held by Police Services in Australia. The Commissioner also considers relevant disciplinary information held by certain professional organisations. In addition, information from police investigations into allegations of serious child-related sexual offences will be taken into account, even if no charges were laid because the child was unwilling or unable to proceed.

1.4.3 A volunteer whose application to work with children and young people is approved is issued with a **positive notice** letter and blue card.

1.4.4 A volunteer whose application is refused, is issued with a **negative notice** which prohibits him/her from working in the particular categories of employment defined by the Act.

## 1.5 Procedures For Completing The Blue Card Application/Renewal

1.5.1 The THA and all parties involved in the following procedures and processes will endeavour to ensure that any information or actions relating to such issues remain confidential.

- a) The THA must warn any employee/volunteer prior to signing a blue card application, that it is an offence for a disqualified person to sign a blue card application. Penalties may apply to the organisation if a person is not warned. Each individual person who applies for a blue card or renewal is then responsible themselves for deciding whether they fall into the 'disqualified person' category.
- b) The THA shall require each of the earlier listed persons (the person) to complete the Working with Children blue card application/renewal form which includes a consent (the consent) to check police information.

Note: Proof of Identity must be sighted by the THA Volunteer Coordinator or Board of Directors when completing the application forms as specified on the application forms. However a prescribed person i.e. a justice of the peace, a commissioner for declarations, a lawyer or a police officer may sight the documents only if:

- The applicant's usual residence is more than 50km from the Association address, or
- The applicant has a disability that affects his or her mobility.

1.5.2 All identified volunteers will be required to complete the blue card screening policy requirements every two (2) years from the date the initial blue card was issued. This process will be closely monitored by the THA along with the Commission.

1.5.3 It is an offence for a disqualified person to sign a blue card application. Penalties of up to five (5) years imprisonment or a fine of up to \$50,000 may apply.

1.5.4 The blue card is transferable across all categories of employment and businesses screened by the Commission. Association volunteers who currently hold a blue card with another organisation shall complete an *authorisation to confirm a valid blue card/application form* and forward the form showing proof of that card and the Association, as a registered CCYPCG Authorised Person shall verify the blue card.



- 1.5.5 The THA may require the person to sign a *authorisation to confirm a valid blue card* or request that the blue card be sighted from time to time.
- 1.5.6 Where the person cannot provide proof of holding a current blue card the following will apply:
- a) In the case of an applicant for a position of office at Association level, the person shall not be appointed to that position.
  - b) In the case of a person already acting in such a position, the person shall immediately cease to carry out that position.
  - c) Where the person is employed by the Association, and the member is required to work with children under the age of 18 years, the volunteer will be given the opportunity to respond, with the purpose of determining whether the person should have their employment/participation terminated.
- 1.5.7 The THA shall input a lodgement date into their blue card register and forward the completed *Working with Children Blue Card Application/Renewal Form* to the Association. To speed up the process a scan is acceptable as long as the original is posted. The Association shall upon receipt of the same, input a lodgement date into the THA membership database and on forward the *application/renewal* form as soon as practicable to the Commission for processing.
- 1.5.8 The THA Volunteer Coordinator and Board of Directors shall review the information contained in the advice received back from the Commission.
- a) That the person has been sent a **positive notice** indicating that the application has been approved under the Commission for Children and Young People and Child Guardian Act 2000 and a Blue Card has been issued; or,
  - b) The person has **withdrawn** their **consent** to employment screening and a suitability notice has not been issued; or,
  - c) A notice has been received in relation to **discontinuance** for employment screening indicating that the Commission was unable to contact the applicant and the application has been discontinued; or
  - d) The person has had a **change in criminal history** which may be relevant to their child-related employment; or
  - e) The person has been sent a **negative notice** indicating that the application has NOT been approved under the Commission for Children and Young People and Child Guardian Act 2000 and a Blue Card has NOT been issued.

NOTE: The Commissioner has a range of obligations to consider when assessing a person's criminal history and if a person's criminal history suggests they should not hold a Blue Card, the Commissioner will ask them to provide a submission on any police or disciplinary information held about them, explaining why they should not be refused a blue card.

- 1.5.9 When advice is provided to the THA Volunteer Coordinator and Board of Directors (in confidence) that the person has any of the above notices from the Commission, the THA Volunteer Coordinator shall do the following:
- a) **Withdrawn Consent** – the volunteer must not fulfil any positions or activities involving young people under the age of 18 years, pending a suitability notice being issued by the Children's Commission and clearance from the THA Volunteer Coordinator and Board of Directors or appointee. The THA will advise the volunteer or paid employee via a confidential letter and ensure that the volunteer does not fulfil any positions or activities involving young people under the age of 18 years.
  - b) **Discontinuance of Employment Screening** – the volunteer or paid employee must not fulfil any positions or activities involving young people under the age of 18 years, pending a suitability notice being issued by the Children's Commission and clearance from the THA Volunteer Coordinator or Board of Directors. The THA will advise the volunteer or paid employee via a confidential letter and ensure that the volunteer or paid employee does not fulfil any positions or activities involving young people under the age of 18 years.
  - c) **Change In Criminal History** – The THA will advise the volunteer or paid employee via a confidential letter that there has been a change in criminal history and ensure that the volunteer or paid employee does not fulfil any positions or activities involving children and



young people under the age of 18 years. If he/she is acting in a position, he/she must cease to carry out that position.

NOTE: The Act states that the employer must not terminate this person's employment or continued employment solely or mainly because of the notification of this change however should ensure that the risk management strategies cater for this situation.

- d) **Negative Notice** – A negative notice will be issued if a person has been convicted of a serious offence (other than an disqualifying offence) unless they can satisfy the Commissioner that their case is an exceptional one in which it would not harm the best interests of children. The THA Volunteer Coordinator or Board of Directors will suspend the volunteer or paid employee automatically who has been charged with a 'disqualifying offence'.

These volunteers or paid employees must not begin or continue to work in regulated employment or carry on a regulated business until a new card has been issued.

NOTE: There is no right of appeal where a volunteer has been issued with a negative notice for a conviction for a disqualifying offence where they were sentenced to imprisonment or a disqualification order was made. This means the person is banned for life from holding or applying for a blue card. If an applicant is issued with a negative notice for any other kind of offence, the person is notified of the decision and the reasons for it. They then have the right to have the decision reviewed by the Children Service Tribunal. The THA Volunteer Coordinator or Board of Directors will monitor closely the outcomes of any such negative notices.

1.5.10 A blue card holder can also become a disqualified person if:

- a) They are convicted of a disqualifying offence and sentenced to a term of imprisonment; or
- b) Become subject to reporting obligations; or
- c) Become subject to a final offender prohibition order; or
- d) Become subject to a disqualification order.

In the latter case, the Commission must cancel the person's blue card and issue a negative notice. The decision cannot be reviewed and the person is prohibited from working in child-related activities as regulated by the Act.

## 1.6 BLUE CARD RENEWALS

1.6.1 Existing blue card holders will be notified by the Commission approximately eight (8) weeks before their card expires. It is the responsibility of the volunteer to ensure that when the renewal application form is completed: they are not a disqualified person; they use the appropriate form; and forward the completed form to the THA Volunteer Coordinator. A criminal history check will again be conducted on the card holder and if their application is approved, the person will be issued with a new blue card.

1.6.2 It is an offence for a disqualified person to sign a blue card application. Penalties of up to five (5) years imprisonment or a fine of up to \$50,000 may apply.

NOTE: Please ensure that the volunteers are completing the QRL specific renewal form as the renewal notification from the Commission may direct the volunteer to a generic form as opposed to QRL's specific form.

## 1.7 MAINTENANCE OF INFORMATION

1.7.1 Where the THA Volunteer Coordinator receives the information from the Commissioner which shows that an applicant has a positive statement and a blue card was issued, information will be recorded into the THA membership database inclusive of registration number and expiry date. Hard copies of this information will be maintained for seven (7) years.

1.7.2 Where the THA Volunteer Coordinator receives a negative notice, withdrawal, discontinuance or change of criminal history letter which shows that the person **has not** been issued with a blue card, the volunteer or paid employee will be identified on the THA membership database as either restricted activities or suspended to ensure that the volunteer does not fulfil any activities or work that are related to children or young people. This information will be maintained for seven (7) years.

1.7.3 All documents received by the THA Volunteer Coordinator shall be confidential.



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## 2. BLUE CARD APPLICATION FORM – QUALITY ASSURANCE CHECK

- 2.1 Part A has been completed for you and no further information is required.
- 2.2 If an applicant records her title as 'Mrs' in Question 8, ensure that her maiden name (if changed) is recorded in Item 11.
- 2.3 Ensure that applicants record a given, middle and family, and if they do not have a middle name, the box is ticked in Item 9.
- 2.4 Ensure that Item 11 is ticked 'yes' or 'no' and if 'yes' is ticked that additional details are provided.
- 2.5 Ensure that the applicant does not record the current year in their date of birth in Item 13.
- 2.6 Ensure that the applicant's signature is entirely within the box and that the form has been dated before identification documents are sighted in Item 20.
- 2.7 Combination of identification documents sighted in Part C must together show that applicant's full name, date of birth and signature.
- 2.8 Part D must be completed by a representative of THA who is confirming that the applicant's full name, date of birth and signature as recorded on the form match their identification documents.
- 2.9 Part E should only be completed (along with Part D) if a representative of THA is unable to sight the applicants identification documents.

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

- [www.ccytg.qld.gov.au](http://www.ccytg.qld.gov.au)
- 1800 113 611



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## APPENDIX 12.7

### PARENT/GUARDIAN CODE OF BEHAVIOUR

As a parent/guardian you must meet the following requirements with regard to your conduct:

1. Parents/guardians shall at all times conform to accepted standards of good sportsmanship and behaviour.
2. Parents/guardians shall at all times respect officials, coaches and players and extend all courtesies to them.
3. Lead by example and respect all players, coaches, umpires and spectators – physical or verbal abuse will not be tolerated.
4. Respect the umpires' decision. Do not abuse, threaten or intimidate an umpire or match official and do not show dissension, displeasure or disapproval towards an umpire or match official's decision in an abusive or unreasonable fashion.
5. Never publicly criticise umpires – raise personal concerns with club officials in private.
6. Support skilled performances.
7. Show respect for opponents.
8. Display appropriate social behaviour by not using profane, demeaning or derogatory language, or harassing players, coaches, officials or other spectators.
9. Do not throw any object.
10. Barrack in a positive way.
11. Leave the area tidy and free from litter or other mess.
12. Remember that you are there for the participants to enjoy the game.
13. Never ridicule mistakes or losses.
14. Recognise all volunteers who are giving up their valuable time.
15. The umpire may issue a warning to the team captain, of the spectators which are breaking the code of behaviour, to let the spectators know that their team will lose points if they continue to behave in a manner not inline with the code of behaviour.
16. Refrain from any form of personal abuse towards your children and team-mates. This includes verbal, physical and emotional abuse. Be alert to any forms of abuse directed towards you children and team-mates from other sources whilst they are in your care.
17. Refrain from any form of harassment towards your athletes. This includes sexual and racial harassment, racial vilification and harassment on the grounds of disability.
18. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
19. Be a positive role model for your children.



## APPENDIX 12.8

### INFORMATION SHEET FOR PARENTS/CARERS

#### **Toowoomba Hockey Association's Inc. (THA) Child and Youth Risk Management Strategy**

Creating safe and supportive service environments for children and young people is everyone's business. Our organisation is committed to providing the highest standard of service to children and young people and ensuring they are kept safe from harm.

In order to create a safe and supportive service environment for children and young people, organisations must initiate and maintain ongoing planning and commitment.

In a safe and supportive environment, services and activities are provided so children and young people:

- a) Feel safe and protected from harm;
- b) Help plan activities and make decisions;
- c) Are consulted and respected; and
- d) Have their best interests considered and upheld.

In accordance with the Commission for Children and Young People and Child Guardian Act 2000, the Toowoomba Hockey Association (THA) is required to have a written child and youth risk management strategy to protect the children and young people in our organisation from harm. The strategy will help ensure our organisation is a safe and supportive service environment for children and young people, by identifying and minimising risks. Screening employees and volunteers through the blue card system is part of the strategy.

The child and youth risk management strategy addresses the following elements:

- a) A statement of commitment;
- b) A code of conduct for interacting with children and young people;
- c) Procedures for recruiting, selecting, training and managing paid employees and volunteers;
- d) Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines;
- e) A plan for managing breaches of the child and youth risk management strategy;
- f) Policies and procedures for implementing and reviewing the child and youth risk management strategy and maintaining an employee register for blue cards;
- g) Risk management plans for high-risk activities and special events; and
- h) Strategies for communication and support.

As a parent/carer, it is important for you to understand the policies and procedures that form the child and youth risk management strategy. A copy of the strategy can be located on the website ([www.toowoombahockey.com.au](http://www.toowoombahockey.com.au)) or Club Glenvale Reception.



## **APPENDIX 12.9**

### **OFFICIALS CODE OF BEHAVIOUR**

(Umpires and Match Directors and Other Technical Officials)

As an official you must meet the following requirements with regard to your conduct:

1. Treat all players with respect at all times.
2. Accept responsibility for all actions taken. Exercise reasonable care to prevent injury by ensuring players play within the rules.
3. Be impartial and maintain integrity in your relationship with other officials, players and coaches.
4. Avoid situations that may lead to a conflict of interest.
5. Not be in a position of individual and unsupervised contact with players under 18 years of age.
6. Be courteous, respectful and open to discussion and interaction.
7. Be a positive role model in behaviour and personal appearance by maintaining the highest standards of personal conduct and projecting a favourable image of hockey and officiating at all times.
8. Refrain from any personal abuse towards players.
9. Show concern and caution towards ill and injured athletes.
10. Make no public comments or media announcements without prior approval from THA Board of Directors.
11. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.



## **APPENDIX 12.10**

### **COACHES, MANAGERS, TEAM OFFICIALS CODE OF BEHAVIOUR**

As a coach, manager or team official you must meet the following requirements with regard to your conduct:

1. Treat all players with respect at all times.
2. Behave in a sportsmanlike manner at all times to other coaches, officials, players and spectators.
3. Place the safety and welfare of the players above all else.
4. Avoid situations that may lead to a conflict of interest.
5. Be courteous, respectful and open to discussion and interaction.
6. Make no detrimental statements in public in respect of the performance of any match officials or umpires.
7. Promote a climate of mutual support amongst the players. Encourage players to respect one another and their worth within the team.
8. Encourage and facilitate players' independence and responsibility for their own behaviour, performance, decisions and actions.
9. Determine, in consultation with the player, what information is confidential and respect that confidentiality.
10. Avoid situations with your players that could be construed as compromising.
11. Provide a safe environment for training and competition.
12. Recognise individual differences in players and cater to these as best you can.
13. Make a commitment to providing a quality service to your players.
14. Refrain from using obscene, offensive or insulting language and/or making obscene gestures which may insult players, officials or spectators.
15. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.