



Policies & Procedure Manual
Volume B:

**Child Protection
Risk Management
Strategy**

Acknowledgements:

FFA Member Protection Policy

FFA Risk Management Policies

Australian Sports Commission website

Play by the rules website

Commission for children and young people and Child Guardian

Notes:

This Handbook includes policies and procedures on the following:
Preventing volunteer and employee harm to child members;
Preventing harm to child members by other child members, and
Preventing harm to child members from other persons.

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Version 1 – Implementation May 07

The Zone's Child Protection Strategy meets the criteria as set down in Legislation and regulation. The Strategy is available:

on the Sunshine Coast Football website;

- * in the Policy Handbook;
- * at Sunshine Coast Football's Office reception; and
- * a summarised copy of the policy is in the employee induction handbook.

In addition to the 'new employee' induction process, all employees will participate in a workshop run by the DSO at least once each year. This will advise of any changes to the strategy, strengthen the employee knowledge of the policy, present an opportunity for information exchange between all personnel and provide a forum for review.

In addition, the Zone's policy and attitude towards child protection is conveyed via the Zone magazine, including details about how to report harm or suspected harm, on a regular basis.

Representative Players are also informed, via handouts, about how to protect themselves and who to report to if they are concerned about their safety.

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Foreword & Statement of Commitment

FOREWORD

This Child Protection Risk Management Strategy forms part of the Sunshine Coast Football's Policy Manual. It has been produced to not only ensure that Sunshine Coast Football fulfils it's own obligations to young members of the organisation, but also to assist member Clubs in formulating and implementing their own policies on child protection.

There is a fear when any Policy or Strategy Manual is developed by an organisation that it will not be implemented, instead being filed away and ignored.

It is the Sunshine Coast Football Zone Councillor's hope that this will not be the outcome in this instance. The driving force behind the development of a Child Protection Risk Management Strategy is, after all, the need to provide a safe environment for young people.

The Zone Council entrusts this document to employees and members, fully committed to the implementation of the strategies contained herein.

Noel Woodall

STATEMENT OF COMMITMENT

Sunshine Coast Football is committed to the protection of all children who participate in the sport under the umbrella of the organisation. The Zone is resolute in ensuring that the safety, well-being and the protection from harm of children is of paramount importance.

The SCFZ acknowledges its responsibility to provide an environment where children can enjoy their football experience free from harm, be it physical, psychological, sexual, emotional, bullying or neglect.

Children and young people participate in football at all levels in the Zone – as players, coaches, referees, officials and spectators. In order to manage the risks surrounding child protection the following policies and procedures apply when dealing with children and young people within the Zone.

POLICIES

CHILD PROTECTION POLICY

POLICY STATEMENT

Every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from abuse. This is the responsibility of every adult involved in football.

PURPOSE OF THIS POLICY

The purpose of this policy is to provide written processes for the Risk Management of the appropriate conduct of Sunshine Coast Football's employees and members that accords with Legislation applying in Queensland about the care and protection of children.

SCOPE

This policy is seeking to protect children and young people, whether their membership is as a player, coach, referee or spectator.

REFERENCES

Commission for Children and Young People and Child Guardian Act 2000 (Qld)
Commission for Children and Young People and Child Guardian Amendment Act (2004)

DEFINITIONS

A **child** is a person under 18 years of age.

CEO (Chief Executive Officer). The Chair of the Zone Council fulfils the functions and obligations of a CEO.

Harm is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:

- Physical, psychological or emotional abuse or neglect; bullying or sexual abuse or exploitation.

Member There are three categories of membership of the SCFZ:

Players who have current FFA registration with a Zone Affiliated Club. If the player is under 18 years of age, their parent has membership.

Referees who have current FFA registration and are enrolled with the Sunshine Coast Football Zone. If the referee is under 18 years of age, their parent has membership.

Coaches who have current FFA registration and are enrolled with the Sunshine Coast Football Zone. If the Coach is under 18 years of age, their parent has membership.

In this document, reference to “A Member” includes child participants and their parents.

Non-Members - Any other individual who has reason to interact with Zone members. This may include spectators, bus drivers, accommodation facility staff, media personnel, photographers, representatives of supplier companies, etc. Non-members themselves may also be children.

Zone – (Here refers to the Sunshine Coast Football Zone) The geographical area as defined from time to time by Football Queensland, but in this document generally from an area including the Caboolture Football Club to Noosa Football Club.

ACRONYMS

CCYPCG – Commission for Children and Young People and Child Guardian

CWO – Club Welfare Officer

DOC – Director of Coaching – employed by FQ to work in the SCFZ

DSO – Designated Safety Officer

FFA - this is the Football Federation of Australia, the national football organisation in Australia.

FQ – Football Queensland

QPS – Queensland Police Service

SCFZ – Sunshine Coast Football Zone.

WHO MUST COMPLY

Applies to all employees, volunteers and members of Sunshine Coast Football and any visiting personnel. **

USEFUL CONTACTS

Commission for Children and Young People and Child Guardian, telephone 07 3247 5525

** Queensland Police Service Juvenile Aid Bureau and See pages for

** the Department of Child Safety

PRINCIPLES AND GUIDELINES

PRINCIPLES

The Zone will uphold the following principles under this Policy:

- A child's welfare is, and must always be, the paramount consideration.
- Protecting children from harm and the risk of harm is fundamental to maximising their personal and sporting potential.
- Any behaviour management practices will be administered with respect and in a manner which maintains the child's dignity.
- The Zone recognises that people who are subjected to abuse are harmed by it.
- All employees must ensure that their behaviour towards and relationships with children reflect proper standards of care for children, and are not unlawful.
- Sexual acts by an adult employee or volunteer with a child will always be sexual abuse.
- Anybody within the Zone who becomes aware or reasonably suspects that a child is being harmed must report it to the SCFZ in accordance with the Zone's Procedures for Reporting Harm.
- SCFZ will respond diligently to a report of suspected or actual harm, or risk of harm to a child.
- Reprisals against a child or others making a complaint will not be tolerated.
- SCFZ will act fairly and reasonably towards an employee or volunteer who is the subject of allegations of improper conduct.
- SCFZ will support an employee or volunteer who is the subject of a proven false allegation of causing harm to a child.
- The SCFZ will take disciplinary action against employees who harm others, and appropriate action against volunteers who harm others.
- The SCFZ will not permit people to work in a position if the Zone believes, on the basis of all information available that, if the allegations against them were wholly or partly true, there would be an unacceptable risk that others might be harmed.
- SCFZ expects children to show respect to our employees and volunteers and to comply with safe practices.
- Working in partnership with other organisations, children and young people and their parents/carers is essential to providing a safe environment for children.
- SCFZ will cooperate with state authorities in resolving allegations of harm.

It is important that all Zone employees and volunteers are clear about how to report a concern about the welfare of a child or young person. This means following the guidelines set out in this policy.

GUIDELINES

In complying with these principles the Zone will be guided by the following:

Natural Justice

The principles of natural justice will apply to decisions to be made under this Policy. The two fundamental principles of natural justice are:

That those making a decision are not biased.

That nobody should be condemned unless they are given prior notice of the allegations against them and they have a fair opportunity to be heard.

Process

It is important to make the lodging of a complaint easy.

Confidentiality

Each person who has access to information regarding suspected or disclosed harm has an obligation to observe appropriate confidentiality. The SCFZ is unable to promise absolute confidentiality since its policies will require disclosing, internally and externally, certain details involved in responding to any complaint. State authorities can compel people to give evidence about actions under the Policy and to produce documents.

Criminal Law

Where there are allegations of criminal misconduct, the allegations should be referred to the police. The Zone must refer all allegations of paedophilia to the police, including those from the past, except where the alleged perpetrator is deceased.

Defamation

A person providing information about harm in good faith to a person who needs to know that information is generally excused from liability for defamation.

Promptness

All steps under the Policy should be carried out promptly. The Zone will keep the victim and the alleged perpetrator informed of progress.

Protection

The Zone will ensure that the following are undertaken in order to reduce the chance of abuse occurring:-

- Ensure that each employee understands and fulfils their obligations under this Policy.
- Ensure that there is an acceptable reference for each employee engaged since the commencement of this protocol, from their previous employer.
- Ensure that each employee and volunteer who has contact with children has a current positive suitability notice issued by the Commissioner for Children and Young People¹.

Support

The Zone will provide support for the victim through professional counselling if it is requested, even if any allegation is not yet proved or disproved. The SCFZ will support the respondent to a complaint with professional counselling if it is requested until the matter has been resolved.

Interviews

There will be two representatives of the Zone present at interviews, where practical. In cases of allegations of serious harm it is best not to interview a child unless a properly qualified person conducts the interview.

¹ Note: the Act currently exempts volunteers who are parents of children from the requirement to have suitability notices. It is therefore a moot point as to whether all volunteer parents should have suitability notices.

Public Relations

The Zone will react quickly to allegations of harm so that accurate and relevant information is available for employees, volunteers, members and their families and for the media.

Police Action

It will usually be necessary to wait until the police have decided whether to charge the respondent before taking any internal disciplinary proceedings. If the police do charge the respondent, it will be necessary to wait until the charges have been dealt with in the courts before commencing internal enquiries or disciplinary proceedings. This does not preclude the Zone from seeking advice from police regarding the duty of care to existing children which may involve the standing down of an employee during an investigation. The police are not required to inform the Zone about their investigation. Some of their material may be acquired under a Freedom of Information request when their work on the case is finished.

Breaches

Any suspected breach of the policies contained within this strategy will be investigated. It may be appropriate to refer the incident to outside organisations (eg. QPS or Dept of Child Safety.) If an internal investigation is required, the DSO advises the Zone Chairman who, in consultation with other Zone Councillors, will appoint a Zone investigator. The investigator will make enquiries in accordance with the strategy's expressed guidelines, policies and procedures.

The Zone's Disciplinary Procedure will then be implemented, where relevant, and penalties applied for any breaches. Any individual unhappy with the outcome, be complainant or alleged perpetrator, may utilise the Zone's appeal process.

Insurer

The Zone will keep its insurer informed about developments.

Publication

The Zone will ensure that this strategy is published:-

on the Sunshine Coast Football website;

- in the Policy Handbook;
- at Sunshine Coast Football's Office reception; and
- a summarised copy of the policy is in the employee induction handbook.

In addition to the 'new employee' induction process, all employees will participate in a workshop run by the DSO at least once each year. This will advise of any changes to the strategy, strengthen the employee knowledge of the policy, present an opportunity for information exchange between all personnel and provide a forum for review.

In addition, the Zone's policy and attitude towards child protection is conveyed via the Zone magazine, including details about how to report harm or suspected harm, on a regular basis.

Representative Players are also informed, via handouts, about how to protect themselves and who to report to if they are concerned about their safety.

- by reference to it in the Zone Magazine, at least twice each year
- by display on the website, always

The Zone will ensure that a copy of the policy is always available from the SCFZ administration office.

Compliance and Review

The DSO is responsible for monitoring compliance and undertaking review of this policy. There will be three levels of reporting by the DSO to the Zone Council:

1. Following each incident, the Prescribed Form 4 – *Record of Child Abuse Allegation* is to be collated by the DSO. The DSO will on finalisation of any investigation (Internal, QPS or Dept of Child Safety), examine the findings and highlight any inherent issues that the Zone ought to deal with. The *Incident Assessment Report* (Form 6) will be presented promptly - at the next scheduled Zone Council meeting.
2. A *Quarterly Summary* (Form 7) is to be provided to the Zone Council, providing a synopsis of cases and indicating the status of any outstanding matter.
3. This Policy is reviewed at least once every year. The *Annual DSO Report* (Form 8) will provide a summation of issues – cases dealt with, compliance actions taken as a result of Incident Assessment Reports, any non-compliance issues, etc. The Risk Management Checklist (Appendix 2) will be incorporated in the DSO's report.

The Zone Council will then consider the recommendations of the DSO and take appropriate action.

ANTI-BULLYING POLICY

POLICY STATEMENT

Every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from abuse. This includes protection from bullying.

Statement of intent

We are committed to providing a caring, friendly and safe environment for all of our members so they can participate in football in a relaxed and secure atmosphere.

Bullying of any kind is unacceptable in our Zone. If bullying does occur, all Zone members or parents should be able to tell and know that incidents will be dealt with promptly and effectively. We are a TELLING organisation. This means that anyone who knows that bullying is happening is expected to tell the DSO or any Zone Council member.

What is bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be defined as:

- Emotional - being unfriendly, excluding (emotionally and physically) sending hurtful text messages, tormenting, (e.g. hiding football boots/shin guards, threatening gestures) ridiculing, humiliating and ignoring;
- Physical - theft, pushing, kicking, hitting, punching or any use of violence;
- Racist - racial taunts, graffiti, gestures;
- Sexual - unwanted physical contact or sexually abusive comments;
- Homophobic - because of, or focussing on the issue of sexuality (eg. homophobic taunts);
- Verbal - name-calling, sarcasm, spreading rumours, constant teasing, threats and gestures.

Why is it important to respond to bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Individuals who are bullying need to learn different ways of behaving. The impact upon a child or young person can be devastating and in some cases effect all aspects of their life, in extreme circumstances it can lead to suicide threats or even attempts.

The Zone has a responsibility to respond promptly and effectively to issues of bullying.

PURPOSE OF THIS POLICY

In any form, bullying is not acceptable behaviour and results in hurt, fear, loss of self-esteem and decreased social effectiveness for the victim. Within the context of the organisation bullying is entirely contrary to the ideals of the Zone. Therefore, this policy seeks to:

- develop in members respect and concern for others, of all races and creeds;

- develop in members an understanding that they must take responsibility for their own behaviour;
- develop in members life skills related to healthy life styles; and
- develop an environment that nurtures and promotes members self-esteem and self confidence.

Signs and indicators of Bullying

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- says he or she is being bullied;
- is unwilling to go to Zone sessions;
- becomes withdrawn anxious, or lacking in confidence;
- feels ill before training sessions;
- comes home with clothes torn or training equipment damaged;
- has possessions go 'missing';
- asks for money or starts stealing money (to pay the bully);
- has unexplained cuts or bruises;
- is frightened to say what's wrong;
- gives improbable excuses for any of the above.

In more extreme cases:

- starts stammering;
- cries themselves to sleep at night or has nightmares;
- becomes aggressive, disruptive or unreasonable;
- is bullying other children or siblings;
- stops eating;
- attempts or threatens suicide or runs away.

These signs and behaviours may indicate other problems, but bullying should be considered a possibility and should be investigated. See "Dealing with Bullying Behaviour" for additional information related to bullying.

Prevention:

- The Zone has a written strategy, which includes what is acceptable and proper behaviour for all members of which the anti-bullying policy is one part;
- The Zone will have written procedures for preventing, managing and responding to bullying;
- All Zone employees and volunteers upon appointment will sign to accept the strategy, including codes of conduct;
- All members and parents will sign to accept the strategy, including codes of conduct, upon joining any club within the Zone;
- The DSO will raise awareness about bullying and why it matters, and if issues of bullying arise in the Zone, will consider meeting with members to discuss the issue openly and constructively.

EQUITY POLICY

~ as it relates to Child Protection Issues

POLICY STATEMENT

The Zone is committed to eliminating discrimination and harassment. This includes whether by reason of gender, sexual orientation, race, nationality, ethnic origin, colour or religion.

PURPOSE OF THIS POLICY

Football belongs to, and should be enjoyed by everyone equally. Our commitment is to promoting equality of access and opportunity – by recognising that inequalities exist and taking practical steps to address them.

Every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from abuse. This policy is not restricted to children only, but provides protection for all participants, no matter how old.

For full details of the policy, see the SCFZ Policy Manual – Part A.

HEALTH & SAFETY POLICY

~ as it relates to Child Protection Issues

POLICY STATEMENT

Every child or young person who plays or participates in football should be able to take part in an and be protected from abuse. This is the responsibility of every adult involved in football.

PURPOSE OF THIS POLICY

Football participation is often driven by health and fitness motivation. Our commitment is to providing an enjoyable and safe environment where children can achieve these goals. Assessment and minimisation of risks is the purpose of this policy.

This policy is not restricted to children only, but provides protection for all participants, no matter how old.

See The SCFZ's Risk Management Strategy for further details.

SELECTION & RECRUITMENT POLICY

~ as it relates to Child Protection Issues

POLICY STATEMENT

Every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from abuse. This is the responsibility of the Sunshine Coast Football Zone to ensure that every adult employee and volunteer involved in football is screened prior to commencing work with the Zone.

PURPOSE OF THIS POLICY

Grassroots football wouldn't exist without the many thousands of volunteers involved today. Ensuring that we encourage those individuals that are suitable for the many roles football has to offer is essential.

However, we mustn't lose sight of the fact that anyone may have the potential to abuse children and young people. Therefore all reasonable steps must be taken to ensure unsuitable people are prevented from working with children and young people. Sound recruitment and selection procedures will help to screen out those who are not suitable to work in football.

Contained within this Strategy is information relevant to the selection and recruitment of employees which needs to be read in conjunction with the general "Selection and Recruitment Policy" contained in SCFZ Policy Manual - Part A.

WHISTLE-BLOWING POLICY

~ as it relates to Child Protection Issues

POLICY STATEMENT

The Sunshine Coast Football Zone tries to carry out its business at all times with the highest standards of honesty, integrity, openness and accountability. It expects all employees and volunteers to strive for the same standards in their own work. SCFZ takes seriously all reports of wrongdoing at work and is committed to identifying and remedying any such acts. All Zone employees/volunteers are encouraged to report any wrongdoing by any Zone employees/volunteers which falls short of these principles.

ZONE'S COMMITMENT

To encourage reporting of concerns, the Zone has adopted a Whistle-Blowing Policy. The SCFZ is committed to investigating and eliminating any wrongdoing.

PURPOSE OF THIS POLICY

It is important to protect employees or volunteers who report wrongdoing within the Zone environment.

The SCFZ appreciates that people may feel apprehensive about discussing concerns within the organisation, especially if there is a belief that the organisation itself is responsible for the wrongdoing. The aim of this policy is to ensure that employees/volunteers feel confident about raising any matters of concern within the SCFZ knowing that it will be taken seriously, treated as confidential and that no action will be taken against the "whistle-blower" as a result.

If any employee/volunteer has concerns about wrongdoing within the Zone, including any criminal offence such as abuse or fraud, a failure to comply with legal obligations, a miscarriage of justice, a health and safety danger, an environmental risk or an attempt to conceal any of these, employees/volunteers are encouraged to follow the 'whistle-blowing' procedure.

PRINCIPLES

Whistle-blowing is an early warning system. It is about revealing and raising concerns over misconduct or malpractice within the organisation or within an independent structure associated with it.

Any employee/volunteer with concerns can use whistle-blowing process by contacting The Zone's Designated Safety Officer, Zone President or Football Queensland's CEO as explained below.

PROTECTION FOR EMPLOYEES/ VOLUNTEERS

Under this policy SCFZ will ensure that if a report is made honestly and in good faith, a person who makes a disclosure will not suffer any detriment as a result. All employees and volunteers must abstain from any activity that is or could be perceived as victimization or harassment of the person who made a disclosure. In the event that the “whistle-blower” believes they are being subjected to any detriment or reprisal by any person within SCFZ, they should inform the Zone President immediately.

CONFIDENTIALITY

SCFZ will do everything to respect the confidentiality of the “whistle-blower”, but they should be aware that complete confidentiality might hinder a proper and thorough investigation. Their prior permission will be sought for any disclosure of their name, should this become necessary. No anonymous disclosures can be accepted.

APPLICABILITY

This policy is for the disclosure of serious matters. It is not a Grievance Procedure. It should not be used as a means of protesting against SCFZ legitimate activities and policies. The procedure must be invoked in good faith. Allegations, which are false or malicious, will constitute misconduct and may lead to disciplinary action.

OTHER RELATED POLICIES

The following policies may need to be referred to when dealing with any child protection matter.

- Media Relations Policy
- Crisis Response Policy & Procedures
- FFA's Member Protection Policy
- FFA's Grievance Procedure
- FFA's National Disciplinary Regulations
- FFA's Privacy Policy
- FFA's Codes of Conduct

Implementation of these different policies may not be required and they are peripheral to this child protection strategy. Duplication of existing policies and procedures will produce a unwieldy document. Therefore to avoid that and keep the strategy user-friendly, those peripheral documents have not been reproduced here. The DSO should, however, have an extensive knowledge of all SCFZ's Policies and Procedures. Additionally, all employees and the Zone Councillors need to be aware of how to access the policy and procedures' details.

INFORMATION

BEST PRACTICE

People working with children in sport, particularly coaches, 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 for a Coach to be aware of their communication and interaction style.

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

- Ensure your actions are at all times unambiguously professional. Give a verbal explanation, in front of all athletes (and preferably parents as well) of how, where, when and why you may need to touch athletes.
- Remember that the welfare of the child or children is always of paramount importance.
- Know what policies, complaint processes and codes of behaviour your sport has in place (at state and/or national level) and how this applies to you.
- Understand and have signed onto your sport's code of conduct (a requirement for coaches accredited under the National Coaching Accreditation Scheme).
- Understand how the child protection legislation in your state/territory (and in other States if you are travelling to those states with juniors) may affect you.
- Ensure that any physical contact with children is appropriate to the development of the skills required for the sport. (e.g. it would be appropriate to teach a child to float in the water by touching their back, or to hold their arms or feet to demonstrate a movement. However, it wouldn't be appropriate to hold the child suggestively, such as on the breasts or around the groin area, as this is not essential to the development of the skills.)
- Be careful about which part of your body and how much of it is in contact with a child's body.
- 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 to 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.
- Use positive and age-appropriate language when talking to and in the presence of children.
- 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.
- Introduce a club policy 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 if they are late).
- 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.
- 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, physically hurtful or sexually provocative games
 - regular scapegoating, ridiculing, rejecting, isolating or taking the 'mickey' out of a child

The above strategies can also apply to older athletes, as there is still likely to be a disparity between you and your athlete in terms of authority, maturity, status and dependence, even if the athlete has reached the legal age of consent.

(Australian Sports Commission - Ethics in Sport - Child protection in sport)

JUNIOR SPORT POLICY CODES

Sunshine Coast Football has adopted the Australian Sports Commission – Junior Sport Policy Codes

COACH'S :

- Remember that young people participate for pleasure and winning is only part of the fun.
- Never ridicule or yell at a young player for making a mistake or not coming first.
- Be reasonable in your demands on players' time, energy and enthusiasm.
- Operate within the rules and spirit of your sport and teach your players to do the same.
- Ensure that the time players spend with you is a positive experience. All young players are deserving of equal attention and opportunities.
- Avoid overplaying the talented players; the just average need and deserves equal time.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage your players to do the same.
- Show concern and caution toward sick and injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition.
- Obtain appropriate qualifications and keep them up to date with the latest coaching practices and the principles of growth and development of young people.
- Any physical contact with a young person should be appropriate to the situation and necessary for the player's skill development.
- Respect the rights, dignity and worth of every young person regardless of gender, ability, cultural background and religion.

ABOUT CHILD ABUSE

WHAT IS ABUSE?

Where and how does it happen? Does it really happen in sport and indeed, in football? 'Child abuse' is a term used to describe what happens when a person, or group of people, harm a child or young person under the age of 18. Child abuse may mean that harm is actively done to the child or young person, such as beating or burning, or it may refer to neglect where the carers fail to protect the child or young person from harm. The abuser is often an adult, but may also be another young person and occasionally even a child. Usually the abuser has some sort of power over the child or young person, and often knows them well. Abuse can happen anywhere, e.g. in the family, any institution or group and in any activity where children or young people are present. There is a risk that direct abuse, or neglect, can happen in football.

The Zone defines abuse into five categories. These are:

- Neglect
- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying.

Neglect

Neglect takes place if adults fail to meet a child or young person's basic physical needs, e.g. for food, warmth and clothing, or emotional needs such as attention and affection. It occurs if children or young people are left alone or inadequately supervised or where they are exposed to danger, injury or extreme weather conditions.

In football, neglect could occur if children or young people do not have proper supervision, clothing or are allowed or encouraged to play whilst injured. It could occur if a child or young person's particular health needs are disregarded before, during, or after a game.

Physical abuse

Physical abuse occurs if people physically hit, burn, poison, shake or in some way hurt or injure children and young people, or fail to prevent these injuries from happening. In football, physical abuse could happen where training methods are inappropriate for the developmental age of the child or young person, where they are allowed to play with an injury or where inappropriate drugs or alcohol are offered or accepted. It would clearly happen if a child or young person is hit or physically restrained or manhandled by those supervising the game or training session.

Sexual abuse

Sexual abuse occurs if children or young people are used to meet another person's sexual needs. This includes any form of sexual behaviour with a child or young person (by an adult or another child or young person), the use of sexually-explicit language and jokes, inappropriate touching and exposure to pornographic material.

Sexual abuse can occur in football. For example, where there is inappropriate touching, or where sexually-explicit jokes occur between adults and children or young people or if indecent images are taken or adapted and placed on child pornography sites.

Emotional abuse

Emotional abuse includes frequent threatening, taunting or sarcastic behaviour, along with holding affection or being extremely over-protective. It includes racist or sexist

behaviour and demeaning initiation ceremonies. It can be inflicted by other children and young people as well as by adults. Children and young people who are being abused or bullied in any way will also experience emotional abuse.

In football, coaches or parents emotionally abuse children and young people if they constantly criticise, abuse their power, or impose unrealistic pressure to perform to a high standard. It may also occur if a club allows members to deride people with disabilities or from minority cultures and use derogatory language about them.

Bullying

Although anyone can be the target of bullying, children and young people who are perceived as “different” from the majority may be at greater risk of bullying. This includes children and young people from minority cultures or children and young people with disabilities. Victims are often shy and sensitive and perhaps anxious or insecure.

Bullying can be defined as:

- Physical: hitting, kicking and theft;
- Verbal: name calling, constant teasing, sarcasm, racist or homophobic taunts, threats and gestures;
- Emotional: tormenting, mobile text messaging, ridiculing, humiliating and ignoring;
- Sexual: unwanted physical contact or sexually abusive comments.

Bullying can take place anywhere, but is more likely to take place where there is inadequate supervision. In football it is more likely to take place in the changing room or on the way to and from the football pitch - but can also take place at a training session or in a competition.

Football’s competitive nature can create and even support an environment for the bully if individuals and clubs are unaware. The bully in football can be a parent who pushes too hard, a coach or manager who has a win-at-all costs philosophy; a child or young person intimidating another; or an official who places unfair pressure on a child or young person.

The victim is often weaker and less powerful and the outcome is always painful and distressing. Bullying has been reported to be the most common source of distress and anxiety.

SIGNS AND INDICATORS

Children and young people are reluctant to tell someone when they are being abused, so it is essential that every adult is aware of the possible signals that a child and young person’s welfare or safety is being threatened. However, there is rarely a clear sign and you may often have to piece together various snippets of information and rely on your instinct that something does not seem quite right.

You may have one piece of information that, when added to that of others, forms a clear picture of abuse. This is often compared to fitting pieces of a jigsaw together. Only when you have a few pieces can you start to see the true picture.

Remember, it is not your job to decide whether or not a child or young person is being abused - however it is your responsibility to share your concerns.

The table on the next page summarises the five categories of harm. The list is not extensive, but has been produced to provide some guidance. It can be useful for parents or other concerned individuals to use as an interim step.

The table on the subsequent page shows some possible physical and behaviour signs of abuse. Some are very explicit and specific to the type of abuse, others are much more general. However, you need to be careful as any one of these signs might have another very plausible explanation, such as a death in the family, loss of a pet, an absent family member or problems at school. However you should remember to raise your concerns if there is a combination of unexplained changes over a period of time.

Never allow a child or young person's disability or cultural difference to explain away concerns. This is not a judgement for you to make.

CATEGORIES OF HARM

Harm may take a number of forms including:

Physical harm or non-accidental physical injury

This may include beating, shaking, burning, biting or grabbing hard enough to leave a mark, throwing a child or strangulation, to the extent that there are lasting physical effects.

The fact an injury is inflicted, rather than the degree of the injury, determines the existence of harm and the need for intervention.

Many non-accidental injuries result from excessive physical discipline. Non-accidental injuries include unexplained bruises, welts, lacerations, abrasions, fractures, burns, bleeding, serious head or internal injuries and even the death of children and young people.

Physical training programs for children and young people that do not take into account the strength, skills, coordination, and emotional level of the individual child or young person can be harmful. What may motivate one child or young person may be emotionally or physically harmful to another.

Practices such as giving extra tasks to children as 'punishment' can be dangerous to their health, especially if they are tired.

The administration of illegal or inappropriate drugs and medications that may affect a child or young person's physical or psychological development may also be a form of harm.

Emotional harm

Emotional harm includes constant criticism, belittling, teasing of a child or young person, withholding praise and affection, or constant yelling.

It can also be caused by a failure to provide the psychological nurturing necessary for a child or young person's physical and emotional growth and development. For example, ignoring a child or young person or using unusual, demeaning punishments.

Children and young people respond to encouragement and positive support. Drawing attention to the child or young person's failures or shortcomings, demeaning their performance in front of others or even individually is inappropriate and can be emotionally abusive.

Negative feedback should be avoided, and more productive, constructive advice should be provided. Avoid negative comments based on physical attributes such as weight, lack of coordination or physical appearance.

Neglect

Neglect includes the ongoing failure to provide a child with the basic necessities of life and adequate supervision needed for optimal growth and development. It also includes the failure to use available resources to meet the child or young person's needs. In an extreme form, this could involve abandonment of the child or young person.

Sexual harm

Sexual harm may take many forms, from sexual jokes, innuendo in conversation and showing pornographic images to a child, to sexual touching and invasive sexual acts. It can also include exposure, fondling, voyeurism and exhibitionism, sexual intercourse, involvement with pornography and child prostitution.

It may take place between a child or young person and a person who is older, or has power, authority or control over a child. This authority allows the older person to use force, trickery, emotional bribery or blackmail, or other emotional pressure. It could also involve secrecy, misuse of power and distortion of adult-child relationships.

It is important to note that children aged under 16 cannot legally consent to sexual acts. Sexual activity is a criminal offence even if the child has, or appears to have, consented. Even young people over 16 can be subject to sexual harm where there is improper use of power or authority. Forced consent is not an excuse in these cases.

Bullying

Some examples of Adult-to-child Bullying are likely to be: When insufficient care is taken to avoid injuries (e.g. by excessive training or inappropriate training for the age, maturity, experience and ability of players); Giving continued and unnecessary preferential treatment to individuals and regularly or unfairly rejecting others (e.g. singling out and only focusing on the talented players and failing to involve the full squad); Placing children or young people in potentially compromising and uncomfortable situations with adults (e.g. changing in a 1:1 situation with a young referee); Allowing abusive or concerning practices to go unreported (e.g. a coach who ridicules and criticizes players who make a mistake during a match); Ignoring health and safety guidelines (e.g. allowing young players set up goal posts unsupervised by adults).

POSSIBLE INDICATORS OF HARM

Employees should be aware of the physical, emotional and behavioural indicators of risk of child harm, and actual harm. These indicators are more significant if they are severe and/or consistent over time.

Physical abuse and excessive punishment

- child presents with bruises, burns or fractures at a frequency which is inconsistent with normal activity;
- child offer explanations for an injury which appear inconsistent with that injury;
- child or another person advise that he/she has been subjected to or threatened with physical harm;
- reluctance/refusal to participate in swimming or other activities where getting changed or wearing more revealing clothes may show signs of harm;
- excessive absenteeism.

Emotional abuse and/or deprivation

- poor peer relationships/withdrawn;
- inclined to seek adult company and/or children who are older or younger;
- avoiding going home on a regular basis;
- learning difficulties, including poor concentration;
- attention seeking behaviour such as stealing, lying, running away, disrupting classes repeatedly.

Physical neglect and/or inadequate supervision or care

- child appear underweight for age and body type;
- inadequate clothing;
- asking other child for food or money or not having food on all-day activities;
- excessive absences (eg. from events/ training sessions) and/or high frequency of illness/infection;
- child often arrives early and/or leaves late.

Sexual abuse

- bruises, bite marks or other injuries to breasts, buttocks, arms, lower abdomen or thighs;
- bruises, scratches or other injuries not consistent with accidental injury;
- difficulty walking or sitting;
- persistent headaches or recurrent abdominal pain;
- unexplained pain in genital area;
- torn, stained or bloodied underwear;
- itching, soreness, discharge or unexplained bleeding;
- painful and recurrent urination;
- recurrent urinary tract infections;
- signs of sexually transmitted diseases;
- pregnancy in adolescents where the identity of the father is vague or secret.

Bullying

- weight change;
- unexplained injuries and bruising;
- stomach and headaches;
- incontinence;
- disturbed sleep;
- hair pulled out.

PHYSICAL AND BEHAVIOURAL SIGNS OF ABUSE

Category of abuse	Physical signs	Behavioural signs
Physical abuse	Unexplained and unusual bruising, finger, strap and bite marks, injuries, cigarette burns, fractures, scalds, missing teeth. Injuries that a child with limited mobility would find it difficult to get.	Fear of contact, aggression, temper, running away, fear of going home, reluctance to change or uncover body, depression, withdrawal, cowering, bullying or abuse of others.
Neglect	Constant hunger, ill-fitting or inappropriate clothes, weight change, untreated conditions, continual minor infections, failure to supply hearing aids, glasses and or inhalers.	Always being tired, late, absent, few friends, regularly left alone, seeks adult company or withdraws from people, stealing, no money, parent or carer not attending or interested.
Sexual abuse	Genital pain, itching, bleeding, bruising, discharge, stomach pains, discomfort, pregnancy, incontinence, urinary infections or STDs, thrush, anal pain on passing motions.	Apparent fear of someone, nightmares, running away, age inappropriate sexually explicit knowledge or behaviour, bed-wetting, eating problems, substance abuse, unexplained money or gifts, inappropriate masturbation, sexual approaches to others, sexual games with toys.
Bullying	Weight change, unexplained injuries and bruising, stomach and head aches, incontinence, disturbed sleep, hair pulled out.	Difficulty making friends, anxiety over school/football, truancy, withdrawn, depressed, anger, moodiness, suicide attempts, reduced performance, money or possessions reported as 'lost', stealing from the family, distress and anxiety on reading e-mails or texts.
Emotional abuse	Weight change, lack of growth/development, unexplained speech disorders, self harm, clothing inappropriate for child's age, gender or culture.	Unable to play, fear of mistakes, fear of telling parents, withdrawn, unexplained speech and language difficulties, few friends.

CHILD ABUSE AWARENESS

Child abuse is a very emotive and difficult subject. It is important to understand the feelings involved but not to allow them to interfere with our judgement about any action to be taken. It is also important that child abuse and child protection are openly discussed as this helps create an environment where people are more aware of the issues and sensitive to the needs of children. *Open discussions also create environments that deter abusers.*

Child abuse both within and outside of the family can occur anywhere. This includes sport, leisure, cultural, religious and care environments and on the transport to and from these places. Recent inquiries have also indicated that abuse which takes place within a public setting is rarely a one-off event. This means that if abuse is detected, it is highly unlikely to be the first time it has happened. It is therefore crucial that all allegations and suspicions are treated seriously and appropriate actions taken. An environment that explicitly attempts to identify and report abuse helps create a safer culture for children and young people.

Allegations may also relate to deficient conduct where an adult's or a peer's behaviour is inappropriate and may be causing concern to a young person within a football setting. Deficient Conduct includes any behaviour that contravenes existing Codes of Conduct, infringes an individual's rights and/or reflects a failure to fulfil the highest standards of care. Deficient Conduct is unacceptable in football and will be treated seriously with appropriate actions taken. Sometimes a child or young person may not be aware that conduct is deficient or abusive and they may tolerate behaviour without complaint. An example of this is a bullied young person who is used to being mocked. Children may also be used to their cultural needs being ignored or their race abused. This does not make it acceptable.

Many children and young people will lack the skills or confidence to complain and it is therefore extremely important that adults in the Zone advocate for the children and young people. Advocating for children and young people who find it hard to speak out is part of creating a safer culture for them.

RAISING AWARENESS OF POTENTIAL VULNERABILITY

The child protection policy is inclusive and the same actions should be taken regardless of the needs and background of the child or young person. The Zone recognises however that some children are disadvantaged by their experiences and want to highlight the following situations:

- Children and young people from minority ethnic groups
- Children and young people from minority ethnic groups are additionally vulnerable because they may be:
 - Experiencing racism and racist attitudes;
 - Experiencing racism being ignored by people in authority;
 - Afraid of further abuse if they challenge others;

- Subjected to myths, e.g. all people of a particular culture are good with or hit their children;
 - Wanting to fit in and not make a fuss;
 - Using or learning English as a second language.
- Children and young people who take on leadership roles

Taking on a leadership role within football is intended to be an enjoyable and positive learning experience. However, coaches, club officials, players, parents/spectators in both adult and junior football often lose sight of the fact that an individual in a leadership role who is under 18 is still legally a child. As a consequence young coaches, medics and referees are open to experiencing abusive behaviour verbally, physically and emotionally. This behaviour is not acceptable in adult or youth football. The increased potential harm that verbal, physical and emotional abuse can cause to children and young people in these roles needs to be recognised.

It is important that clubs acknowledge their role in ensuring that club officials, players and spectators behave appropriately towards young people who take on such roles. It is necessary to recognise that, like adults, children and young people can and do make mistakes when they are learning, and overly critical and unsupportive responses may constitute verbal and or emotional abuse. Some young match officials have experienced physical abuse from coaches, spectators and players.

REDUCING THE POTENTIAL FOR VULNERABILITY

Bearing in mind that children and young people can be and are disadvantaged by these and other experiences, it is important for the Referees' Standing Committee and all clubs within the Zone to create a safe culture, including:

- Finding ways of understanding and communicating with all children and young people;
- Ensuring best practice at all times in physical and health care;
- Developing knowledge of the diverse cultures they serve;
- Respecting cultural differences;
- Building relationships with parents and carers and including all families in club activities;
- Observing carefully changes in mood, appearance and behaviour and discussing those concerns with families, carers or the designated safety officer if suspicions or concerns are significantly aroused about the care of the child or young person;
- Acknowledging that abusive behaviour directed towards a minor whilst they are carrying out a leadership role is not acceptable and will be reported to the DSO as deficient conduct and or abuse;
- Implementation of a club code of conduct for spectators and players;
- Acceptance of the special role club officials have in setting a good example of the way in which people should behave towards children and young people in leadership roles.

It may be necessary to ask other specialist agencies for help and advice in including some children and young people in football. It should be seen as a strength of the Zone to approach families, Education, Health, Social Services, voluntary agencies and community groups for advice on including and protecting particular children.

The mentoring of young officials is particularly helpful in supporting individuals if they are faced with abusive behaviour and indeed preventing the continuation of such behaviour. Further information can be obtained via The Zone's Referees Development Officer.

RELATIONSHIPS OF TRUST

The power and influence an older colleague (where an U18 has taken on a leadership role) or employee has over someone attending a group activity cannot be underestimated. If there is an additional competitive aspect to the activity and the older person is responsible for the young person's success or failure to some extent, then the dependency of the younger member upon the older will be increased. It is therefore vital for employees/ volunteers to recognise the responsibility they must exercise in ensuring that they do not abuse their position of trust.

Genuine relationships do occur between different levels of employees /volunteers and participants in a group, however no intimate relationship should begin whilst the employee or volunteer is in a position of trust over them.

The Zone acknowledges that intimate relationships between teenagers take place and often no harm comes from them. However, it is also acknowledged that children and young people who suffer abuse often do so at the hands of other children or young people. It must be understood that the notion of 'relationships of trust' applies as much to young people who have taken on a leadership role as it does to adults involved in football.

For contemporaries, the inequality at the heart of a relationship of trust should be ended before any sexual relationship begins.

STOPPING CHILD ABUSE

Child abuse is anything which individuals, institutions or processes do (or fail to do) which directly or indirectly harms children in the 'here and now' and/or damages their prospects of safe and healthy development into adulthood.

Child abuse affects the whole community, not just the child and family involved. Stopping child abuse starts with us. Everyone, including parents and caregivers, professionals, neighbours, workmates, families and friends, are needed to protect children and young people in our communities.

WHAT YOU CAN DO TO HELP KEEP KIDS SAFE

1. Be available to listen to the children in your life. What they say is important - and be aware of the non-verbal communication too.
2. Offer parents support instead of criticism. Raising children can be hard.
3. Ask for help if you are stressed and caring for a child. Call the Child Abuse Prevention Service 1800 688 009.
4. Act if you suspect abuse. Talk to child abuse prevention services in your state - many little concerns might reveal a big problem.*
5. Stop child abuse before it starts. Take practical steps to protect the children in our communities.

SOURCE: National Association for the Prevention of Child Abuse and Neglect (NAPCAN) Website: www.napcan.org.au

*Note: In Queensland, The Department of Child Safety and Queensland Police Service are the agencies that investigate reports of harm or suspected abuse.

DEALING WITH BULLYING BEHAVIOUR

No one deserves to be the victim of bullying. Everyone has the right to be treated with respect. The Zone will not accept or condone bullying in football and has defined bullying as a category of abuse. It is the responsibility of everyone in football, whatever their role, to ensure that bullying is dealt with appropriately.

Bullying can take place anywhere but is more likely to take place where there is inadequate supervision, e.g. in the changing rooms or on the way to and from the football pitch - but it can also take place at a training session or competition.

Football's competitive nature can create and even support an environment for the bully if individuals and clubs are unaware. The bully in football can be:

- A parent who pushes too hard;
- A coach or manager who has a win-at-all-costs philosophy;

- A child or young person intimidating another;
- An official who places unfair pressure on a child or young person.

The damage inflicted by bullying can often be underestimated. It can cause considerable distress to children and young people, in some cases affecting their health and development. In extreme circumstances it can lead to self-harm.

PREVENTING BULLYING

The Sunshine Coast Football Zone has a responsibility to ensure that the rights of its members are safeguarded. These include the right to a sporting environment free from discrimination and harassment.

All clubs must take reasonable steps to ensure that members participate in a safe, supportive and caring environment without fear of being bullied, discriminated against or harassed.

By definition bullying is repeated oppression, psychological or physical, of a less powerful person or group by a more powerful person or group of persons. It may be manifested in many ways e.g. harassment (verbal, sexual or psychological), victimisation, alienation, coercion, intimidation, exclusion, ostracism, discrimination.

The Zone will raise the awareness of the nature of bullying in an attempt to eradicate such behaviour. By taking a proactive approach, the Zone hopes to achieve this goal.

- All Zone members, coaches, officials and parents/carers should have an understanding of what bullying is;
- All Zone members, officials and coaching staff should know what the Zone policy is on bullying, and follow it when bullying is reported;
- All players and parents/carers should know what the Zone policy is on bullying, and what they should do if bullying arises;
- As a Zone we take bullying seriously. Players and parents/carers should be assured that they would be supported when bullying is reported;
- Develop an open environment that encourages children and young people to share their concerns;
- Bullying will not be tolerated.

Remember that it is not the responsibility of an individual to decide that bullying is or is not taking place in football, but it is their responsibility to act on any concerns.

ZONAL RESPONSIBILITY

We all have a moral and legal responsibility for the safety and protection of children and young people within football. However, there is a person designated at the Zone level of the game who will take additional responsibility for child protection with the aim of making football as safe as possible for all concerned.

The designated safety officer holds a position of significant responsibility. The Zone therefore requires that prior to appointment, every potential DSO is considered to be a 'fit and proper person' to hold such a position(see next page). The Zone also requires that the DSO is perceived as being approachable, having a child-centred approach and the ability to maintain this perspective when carrying out their role.

DESIGNATED SAFETY OFFICER

The DSO needs to have an extensive knowledge of Child Protection Legislation and the Sunshine Coast Football Zone's Child Protection Strategy. It is expected that the DSO attend CCYPCG workshops, with the option to attend extension workshops (either in conjunction with the different Club Welfare Officers or other Zone's DSOs through FQ).

The DSO has an additional role to keep the Zone Council updated and informed of any relevant developments or changes to Legislation.

The DSO will promote best practice throughout the Zone and play a key role in dealing with deficient conduct in line with the Zone's own disciplinary process. Matters of a more worrying nature will be referred to the Zone Council. Confidentiality regarding concerns should be maintained on a strictly 'need to know' basis. The DSO will be expected to:

- Know how to contact the QPS JAB & Child Safety Dept;
- Refer any Zone child protection or Deficient Conduct concerns to the Zone Council, QPS or Dept of Child Safety, whichever is appropriate;
- Seek advice from local Department of Child Safety or the Police in an emergency;
- Encourage the Zone employees to discuss and implement The Zone's Child Protection Strategy;
- Encourage the Zone to utilise The Zone's Child Protection guidelines on recruiting volunteers and always requesting and following up references;
- Encourage the Zone to discuss and implement The Zone's Child Protection guidelines on the use of images, organising special events and travel.
- Promote, support and encourage the benefits of the child protection and best practice awareness programme.

FIT AND PROPER PERSON CHECKLIST

When appointing a designated safety officer, the Zone needs to ensure that they have considered their appropriateness for this role by checking them against the following criteria.

Essential

- Attendance at a CCYPCG Child Protection Risk Management Workshop (note if all other criteria are met the candidate may be appointed on the understanding that they complete a CCYPCG Workshop within two months of taking on the role of designated person – attendance at CCYPCG Extension Workshops may also be required);
- Willing and able to provide relevant references;
- Completion of a Blue Card Application check via CCYPCG and acceptance by The Zone of the outcome;
- Willingness to update skills and knowledge;
- Previous experience of working with children;
- Knowledge of and positive attitudes to equal opportunities;
- Commitment to treat all children as individuals and with equal concern;
- Physical health – appropriate to carry out tasks;
- Mental stability, integrity and flexibility.

Desirable

- Knowledge of child protection issues*;
- Knowledge of child protection Legislation* (as appropriate);
- Relevant football knowledge/understanding.

*If an interested individual does not currently have knowledge of child protection issues and or child protection Legislation this can be addressed initially by attending a CCYPCG Workshop, however there will be the possibility of additional training available (eg CCYPCG extension workshops, Australian Sports Commission's MPO training workshops).

NB. If any person is considered not to be a 'fit' person to work with children, his/her application should be refused.

NETWORK OF PROTECTION

The development and introduction of codes of conduct, appropriate sanctions and proactive requirements for affiliation will do much to safeguard children and young people. It is anticipated that the Zone's rules and disciplinary procedures will deal appropriately with many deficient conduct issues within the Zone context.

There are overlapping responsibilities within the football setting. Children become members of affiliated Clubs within the Zone. Some of these children then participate at the specific Zone level (eg. representative players, referees or representative team officials). There is also the possibility that individuals may participate at the State level – under Football Queensland (eg. state representative players, referees at state titles.) Although not as frequent, there is the chance that children may then progress to participate at the National level – under Football Federation of Australia (eg. national team or referees at the National Titles).

It is anticipated that each Club will have a Club Welfare Officer (CWO) - or another term for an individual who would perform a similar role as the DSO but at the club level.

At the Club level, any concerns about a child's welfare should be reported immediately to the CWO. Where prudent, the DSO should be informed – they can provide information, guidance and support to the CWO.

Football Queensland and Football Federation of Australia has appointed Member Protection Officers. Their roles and responsibilities relate directly to child protection.

The DSO is expected to:

- Know who the FQ and FFA's MPOs are and how to contact them;
- Know how to contact the Zone's Club's committees;
- Encourage all Zone clubs to implement The Zone Child Protection Strategy;
- Encourage all Zone clubs to implement their own Child Protection Policy;
- Promote, support and encourage the benefits of the child protection and awareness programme;
- Coordinate annual Club Welfare Officer (CWO) network gatherings for those CWO who are affiliated to the Zone.

The DSO maybe the first point of contact for any person having concerns regarding the welfare of any child. They may need to liaise directly with the FQ MPO and will be familiar with the procedures for referring any concerns. They will also play a proactive role in increasing an awareness of Deficient Conduct and abuse amongst Zone members.

The different levels – club, zone, state and national – provides an opportunity to network to protect the children within football.

DETERRENCE MEASURES

There are strategies on different levels which together produce a unified approach in deterring potential perpetrators.

KID AWARENESS

One of the most effective ways to minimise harm to children and young people is to be proactive. There are a number of things that can be done to support the interests and wellbeing of children and young people in our organisation. Some strategies include empowering the child themselves:

- teaching them to say 'no' to anything that makes them feel unsafe in a manner appropriate for their age, understanding and the activity;
- teaching them to ask questions if they are unsure about anything;
- teaching them that nothing is so bad that they can't talk to someone about it;
- teaching them that they make the decision about who is allowed to touch them;
- teaching them about what is safe and unsafe conduct;
- encouraging them to tell you of any suspicious activities or people;
- developing support networks for children in Zone;
- talking through issues with them;
- telling them who is and who is not an official member of the Zone;
- monitoring their activities;
- allowing them to be a part of decision making processes, and
- taking anything a child says seriously and not dismissing it without following up their concerns.

Although educating children in this way is not a core function of the SCFZ, we as an organisation has a role in deterring potential perpetrators. Knowledgeable children, suitably informed and empowered with skill options to minimise harm is a deterrence measure available to the Zone.

DROP OFF AND PICK UP OF PARTICIPANTS

In most circumstances, children will be dropped off before an activity and picked up afterwards by their parents or carers. In other instances, children may make their own way to and from an activity.

Children who are to make their own way to or from an activity may be exposed to potential risk. Communication with the supervising employee (eg rep. coach) is imperative. Children need to advise the Zone employee of the circumstances (eg if catching a bus). They also need to advise of any non-attendance or planned delayed arrival. For example, if a child is to miss training due to ill-health, the coach needs to be advised so concerns aren't raised. Contact details for all parents and children (mobile where relevant) needs to be kept up-to-date. Following this protocol will minimise these risks.

Other details the Zone employee should discussed with parents includes:

- agreeing with parents on a set drop off and pick up arrangements, including whether a child or young person makes their own way to and from an activity, or will be dropped off and picked up;

- advising the staff member will be setting up for an activity at least 20 minutes prior to scheduled start and will remain for 15 minutes beyond the scheduled completion. Parents are expected to display their respect to Zone employees by being prompt in dropping off and collecting their children;
- a process to be followed if a parent or carer is delayed in picking up a child or young person (eg. depending on venue and circumstances – child maybe instructed to sit on sideline if coach involved in a following session.);
- establishing a procedure to be followed if a parent fails to notify that they will be late and doesn't arrive to pick up the child.

SCREENING OF EMPLOYEES/ VOLUNTEERS

Screening is an essential part of managing the risks of harm to children and young people by paid and unpaid staff. The Working with Children Check (Blue Card) is a detailed national check of a person's criminal history, including any charges or convictions. The Commission for Children and Young People and Child Guardian is the lodgement agency for the Blue Card Application.

The Sunshine Coast Football Zone, is involved with the provision of "sporting and active recreation" and as such falls into the category of "Regulated Employment". All employees, volunteers (including Zone Councillors and Club Officials), Coaches, all types of members and other individuals who interact with young people of the Zone must have current blue cards where required by Legislation.

Sunshine Coast Football maintains a register of all blue card numbers and the dates for renewal.

The Commissioner also considers disciplinary information held by certain professional organisations for:

- teachers;
- child care service providers;
- foster carers;
- nurses, midwives, and certain health practitioners.

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.

A person whose application is approved is issued with a positive notice (letter) and a blue card. If a person's application is refused, they are issued with a negative notice which prohibits them from working in the categories of employment or carrying on businesses defined by the Act.

If people do not comply with their obligations under the Act, penalties apply, including fines and terms of imprisonment.

The categories of employment and business requiring criminal history checks (ie. blue cards) are outlined on the Commission's website and in the CCYPCG's blue card information pack. It is the Zone's responsibility to be aware of these legislative requirements and to implement them.

If paid or unpaid employees who work with children are not required to hold a blue card under this legislation, it is also essential to manage the risks around their employment eg. by requiring consent to a criminal history check through the Queensland Police Service as a condition of their employment. (This will be evaluated during the process of developing the Job Descriptions.)

THE POLICE CERTIFICATE

For areas of employment not covered by the Working with Children Check, an application for a criminal history check may be made to the Queensland Police Service. The consent of the person whose criminal history is being checked is necessary.

The results of this criminal history check (a Police Certificate) is forwarded to the person screened, not the organisation. It may be a condition of working with the Zone (either in a voluntary or paid capacity). for a person to provide a copy of their Police Certificate.

When a criminal history check is conducted through the Queensland Police Service, the Zone then is responsible for deciding if an applicant is suitable, based on their criminal history. The results of the criminal history check should be consider in conjunction with the applicant's performance at their interview, Also, referee checks and previous employment history will be evaluated when deciding whether they are suitable to work for the Zone.

More information about the Police Certificate can be found on the Queensland Police Service website at www.police.qld.gov.au, (click on the 'services online' button and then selecting 'documents for purchase').

Alternatively, contact the Queensland Police Service Information Centre on ph: 07 3364 6854.

CONTRACTORS

When negotiating with contractors, the Zone needs to consider how their services contribute to creating a child friendly environment. It should be determined whether the contractors require a "Working with Children" Check. (See screening requirements - available from the Commission for Children and Young People and Child Guardian, ph: freecall 1800 113 611, or at www.ccyipcq.qld.gov.au). If required under the Act, the Blue Card needs to be made part of any contractor's agreement.

There may also be contractors who only enter the Zone's place of business for short periods, such as plumbers or builders. These "short-term" contractors would not typically require a "Working with Children Blue Card". As part of its responsibility to provide a friendly environment for children, the Zone needs to ensure contractors are:

- * properly supervised;
- * aware of it's commitment to a child friendly environment, and
- * not a risk to the children in the Zone.

Additionally, a clause in the contract for services should identify the Zone's commitment to a child friendly environment. It should also state that any action detrimental to such an environment may result in termination of the contract.

USE OF IMAGES - PROMOTIONS AND ADVERTISING

When promoting the activities and services the Zone provides, a key message needs to be the Zone's commitment to providing friendly environments for children and young people.

Promotional activities or advertising which may offer opportunities for the Zone includes:

- fundraising;
- promotion of an upcoming event;
- sign-on advertising; or
- highlighting achievements.

To promote these activities, the Zone may provide a photograph for use in newspapers, flyers, posters or on a website. The following issues surrounding the use of images of children need to be addressed:

- Has permission from a parent of the child been provided to use the image?
- Has the child been asked how they feel about the use of the image, their agreement given also and have they been enabled to have input into the way it will be used?
- Has enough information about how the image will be used been provided to the parent and child so they can give informed consent?
- When providing information on the use of the image, was it in an age-appropriate way so the child person could understand?
- Has the digital and electronic images been formatted so they can not be altered if downloaded – for example in PDF?
- How will others interpret the image?
- Does the image portray the child in a demeaning way?
- Does the use of the image exploit the child in any way?
- Where the child should not be identified, could the image identify them?
- If a picture of a child in the Zone is taken for promotional purposes, will it be used for any other purpose?
- Has the parent and child given permission for the image to be used in the future any other way?
- Will the child be at risk if the Zone allows them to be photographed?
- Who will see the promotional or advertising material containing the image?

The answers to these questions should guide the decision as to whether it is appropriate for photographs of children to be used in various contexts. If it is ultimately believed to be appropriate to grant permission for an image to be used, a record of the decision should be kept.

IDENTIFYING POSSIBLE DEFICIENT CONDUCT AND/OR ABUSE IN A FOOTBALL SETTING

The flow diagrams on the next pages explain how to deal with possible deficient conduct or child abuse within a football setting. Also included is information relating to concerns outside the Football Setting.

The following explanations relate to deficient conduct and abuse and will help you to decide whether the issue(s) is likely to be deficient conduct or abuse. If you are at all unsure, you should seek guidance from the DSO.

Please note:

- The judgement about whether an incident is one of child abuse or deficient conduct may not be able to be made at the point of referral, but only after the collation of relevant information;
- The majority of deficient conduct concerns can be dealt with by the Zone or alternatively with support and guidance from FQ;
- All child abuse will be dealt with by The Zone (in conjunction with the statutory agencies) and with the support of FQ;
- For further clarification concerning abuse concerns (see Appendix 4 **).

DEFICIENT CONDUCT

As mention in an earlier section allegations may relate to *deficient conduct* where an adult's or a peer's behaviour is inappropriate and may be causing concern to a young person within a football setting. Deficient Conduct includes any behaviour that contravenes existing Codes of Conduct, infringes an individual's rights and/or reflects a failure to fulfil the highest standards of care. An example could be verbally abusing a referee in contravention of the Coaches' Code of Conduct.

CHILD ABUSE

Concerns identified as child abuse will fall within the following five categories:

Physical Abuse

A child is physically hurt or injured by an adult or an adult gives alcohol or drugs to a child or young person

Neglect

A child's basic physical needs are consistently not met or they are regularly left alone or unsupervised

Sexual Abuse

An adult or peer uses a child or young person to meet their own sexual needs

Emotional Abuse

Persistent criticism, denigrating or putting unrealistic expectations on a child or young person

Bullying

Persistent or repeated hostile and intimidating behaviour towards a child or young person. Incidents of deficient conduct occur when the needs of children and young people are not afforded the necessary priority, so as their welfare is compromised.

If you decide the concern relates to deficient conduct follow Flow Diagram 1. If you decide that the concern relates to abuse use Flow Diagram 2. Diagram 3 is relevant to "Concerns Outside the Football Setting".

CONCERNS, ALLEGATIONS AND DISCLOSURES *

*The term disclosure in this context is used to describe the sharing of child protection concern(s) by one individual to another and not the Criminal Record Bureau's formal record of an individual's relevant convictions.

There is a legal and moral responsibility to report any concerns about a child or young person in any context.

The Zone will support anyone who, in good faith, reports his or her concern that a colleague is, or may be, abusing a child or young person, even if that concern is proved to be unfounded.

The following guidelines are relevant whether or not the child or young person is involved in football. It is essential that you follow The Zone procedures for any concerns that are related to football settings.

Concerns may arise because:

- A child or young person informs you directly that he or she is concerned about someone's behaviour towards them (see Flow Diagrams 1 & 2)
- You become aware, through your own observations or through a third party, of possible abuse occurring (see Flow Diagrams 3).

Most suspicions of abuse come about from observation of changes in the child or young person's behaviour, appearance, attitude or relationship with others. Your suspicions may develop over time (see Appendix 4 ** Signs and Indicators of Abuse).

FLOW DIAGRAM 1: DEALING WITH POSSIBLE DEFICIENT CONDUCT IN A FOOTBALL SETTING

You become aware of a deficient conduct and/or possible abuse situation.

- Stay calm
- If child or young person is present reassure him or her they are not to blame
- Don't make promises of confidentiality or outcome
- Keep questions to a minimum

Is the concern deficient conduct or child abuse?

For clarification concerning deficient conduct concerns see page 42. If the concern is child abuse follow flow diagram 2 , if the concern is **deficient conduct**:

- Contact the DSO who will either:
- Follow Zone procedures for a first report of deficient conduct, complete and submit Prescribed Form 4 "Record of Child Abuse Allegation" (Appendix **) to the Zone Council for information only
 - Seek advice from FQ or Zone Council

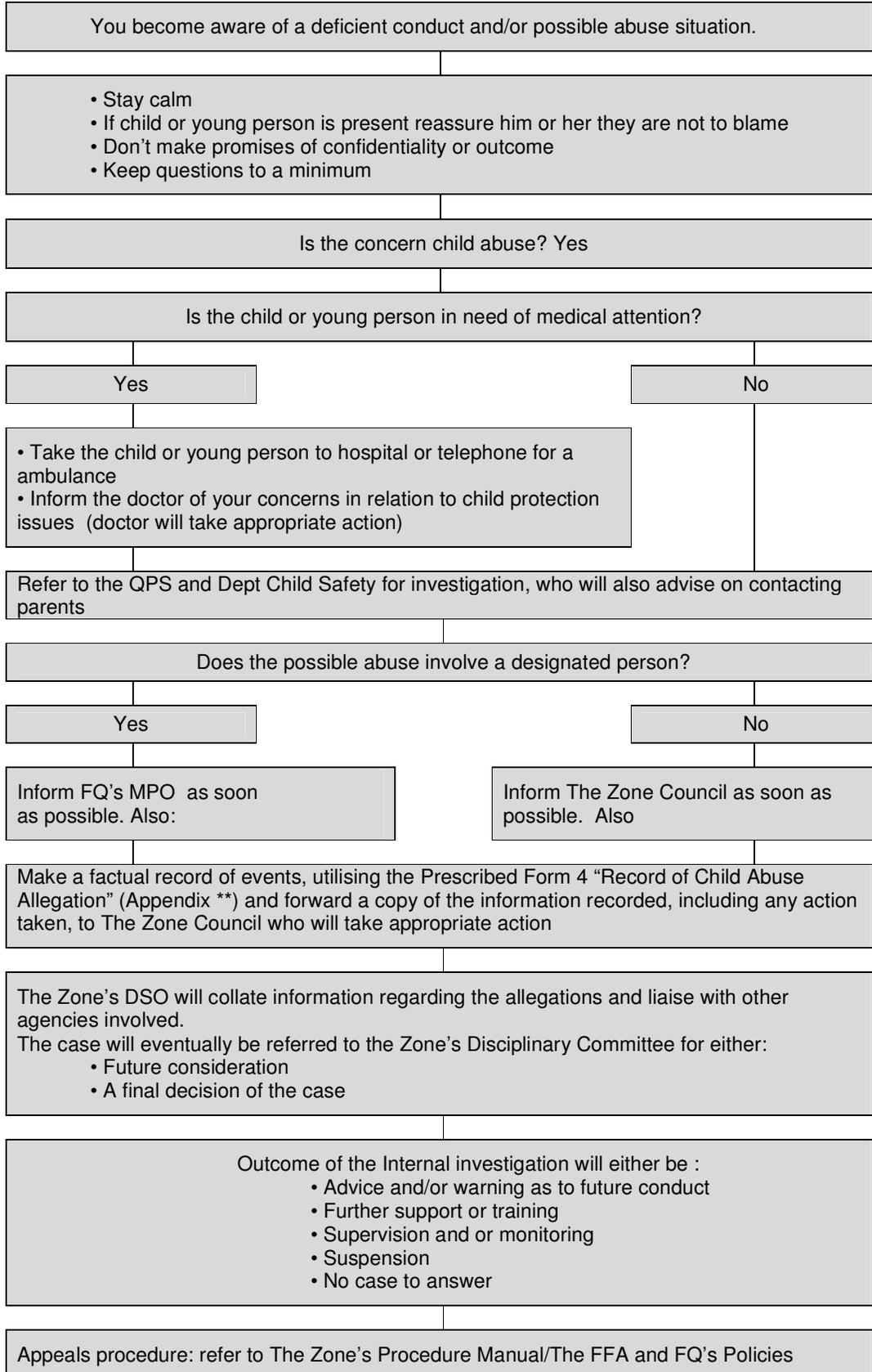
- Where appropriate the DSO will:
- Give advice for the Zone Council to action
 - Monitor the behaviour of individual as required
 - Gather additional evidence
 - Refer concerns to FQ's MPO for advice

- Where deemed appropriate contact will be made with and action taken by:
- The Zone's Disciplinary Committee
 - FQ if this is relevant
 - FFA where appropriate

Possible outcomes:
Further information requested
Advice/warning as to future conduct/sanctions
Further training/support needed
No case to answer
Referral to FQ Member Protection Officer for action

All appeals regarding any Zone decision will be dealt with via the Zone's complaints procedures*
(*refer to the current Disciplinary and Complaints Procedures)

FLOW DIAGRAM 2: DEALING WITH POSSIBLE CHILD ABUSE IN A FOOTBALL SETTING



CONCERNS OUTSIDE THE FOOTBALL SETTING

Over 85% of children are harmed by someone they know and trust – a parent, sibling, other relative, family friend or care provider.

You may receive information regarding the welfare of a child or young person who is involved in football, yet the concern itself does not relate to someone within the game. In these circumstances (e.g. the concern relates to the child's home or a social setting other than football) you need to follow The Zone Procedures.

Where any adult has concerns themselves or is unsure whether or not observations should be cause for concern, it is important that they report their concerns to the DSO.

The DSO will contact the Department of Child Safety to discuss, in the first instance, the fact there is a concern and to seek advice as to the appropriateness of formally reporting the matter. At this time the adult concerned may be requested to give a first hand account of the situation.

Action to be taken:

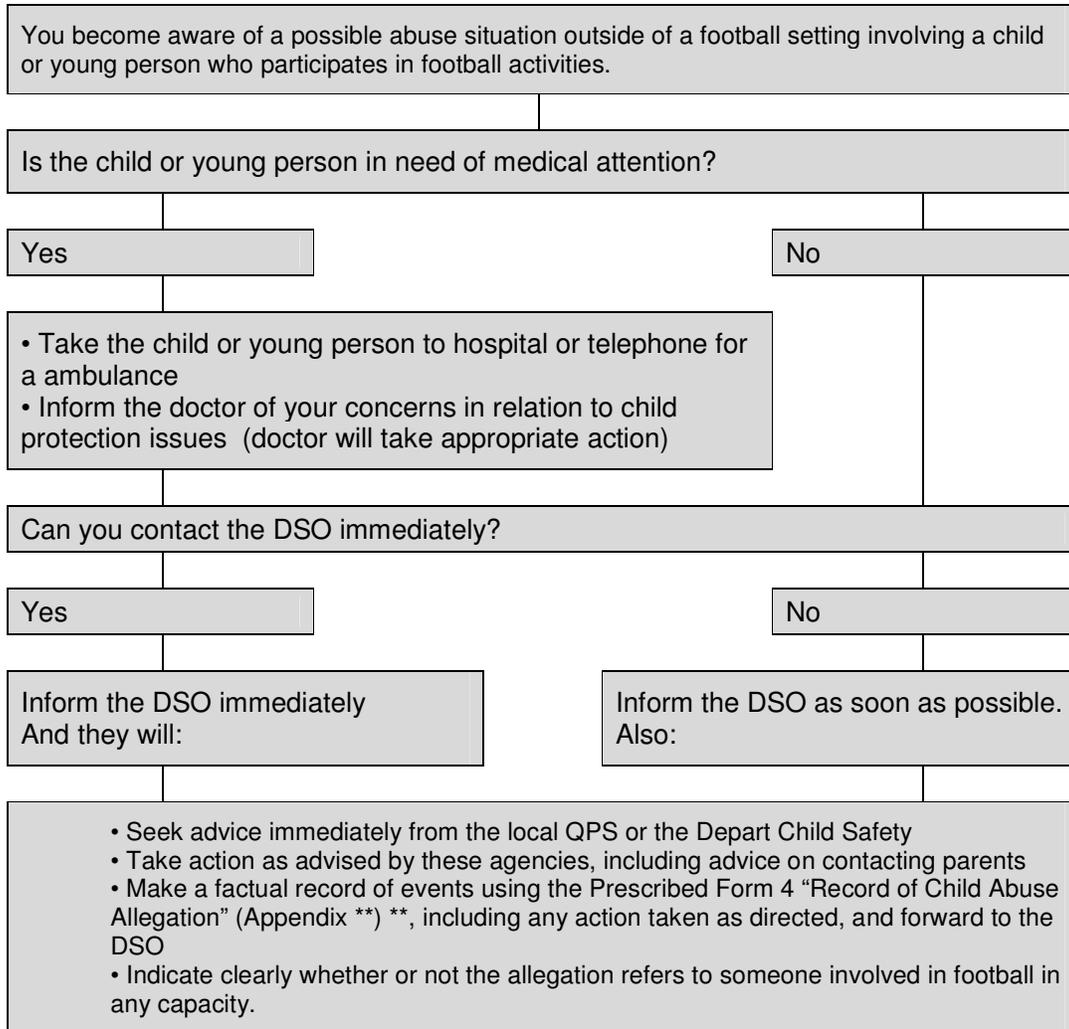
- Follow the guidance on page ** 20 if the child or young person informs you directly;
- If your concerns are via a third person or through observation, report your concerns directly to the DSO;
- If you are unable to contact the DSO immediately or the refer your concerns directly to local Department of Child Safety or to the local Police;

These agencies will advise you whether a formal referral to Department of Child Safety is necessary and what further action you might need to take. If you are advised to make a formal referral make it clear to Department of Child Safety or the Police that this is a child protection referral; clarify with the Queensland Police Service or the Department of Child Safety:

- Who is responsible for informing the child's parent about the disclosure and any action taken?
- Who can provide ongoing support and professional counselling for the child?

Make a factual record of events using The Zone Information and Referral Form including any action as directed, indicating clearly whether or not the allegation refers to someone involved in football. Forward this to DSO.

FLOW DIAGRAM 3: DEALING WITH CONCERNS OUTSIDE THE FOOTBALL SETTING



RECEIVING AND REPORTING DISCLOSURES OF HARM ALLEGATIONS

DISCLOSURES OF HARM

When confronted with disclosures of harm to children and young people, the Zone employee should respond professionally and in the best interests of the child or young person subjected to the alleged harm.

Any disclosure or suspicion of harm must be acted on.

To make sure you respond as quickly as possible to any disclosures of harm, ensure you're aware of the Zone's policies and procedures, including:

- what immediate action your organisation should take regarding the child or young person;
- how to receive the disclosure and document what is said;
- who to notify, and
- a description of the role of relevant authorities.

SCFZ's Designated Safety Officer

- knows how to support everyone involved in the disclosure of harm, and
- knows how to respond to the media, if relevant. The DSO should protect a child or young person's right to privacy if it is believed media attention would have a detrimental effect on them.

SUSPICIONS OF HARM

You have 'reasonable grounds' to suspect harm if:

- a child or young person tells you they have been harmed;
- someone else, for example another child, a parent, or an employee, tells you that harm has occurred or is likely to occur;
- a child or young person tells you they know someone who has been harmed (it is possible that they may be referring to themselves);
- you are concerned at significant changes in the behaviour of a child or young person, or the
- presence of new unexplained and suspicious injuries, or
- you see the harm happening.

Disclosures of harm may sound like:

- "I think I saw....";
- "Somebody told me that....";
- "Just think you should know....";
- "I'm not sure what I want you to do, but...."

Any disclosure of harm is important and must be acted upon, regardless of whether:

- the harm to a child or young person has been caused by a person from within or outside the Zone, or
- the child or young person disclosing the harm to you is from within or outside the organisation.

Irrespective of the source of the harm, ie. whether from within the organisation (internal) or outside the organisation (external), a disclosure may be made to any member of the Zone.

It is crucial to have procedures followed so any disclosure from an adult, child or young person is dealt with efficiently and effectively.

All employees, volunteers, parents and children are to be given access to information about the Zone procedures and, where appropriate, training to use them effectively.

ALLEGATIONS OF PREVIOUS ABUSE

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child, by an employee or volunteer who is still currently working with children or young people). Where such an allegation is made, you should inform the DSO.

The Zone will, following consultation, take appropriate action. This is because other children or young people, either within football or outside it, may be at risk from this person and anyone who has been abused has the right to be heard at any time.

Dealing with Incidents

The Zone's DSO is to keep a register in the office of all incidents related to sexual abuse, harm or inappropriate behaviour.

Where Legislation requires, incidents of harm or suspected harm are reported to the relevant state authorities immediately, and the incident is noted in the register.

Where an incident of inappropriate behaviour is reported, full details, including the steps taken to resolve the incident, are entered in the register.

Employees, parents and players can access the Zone's comprehensive complaints handling procedure in cases where an issue is not resolved to their satisfaction.

DEFICIENT CONDUCT

Internal Investigation

Cases of deficient conduct will be investigated by the Zone and may be subject to SCFZ disciplinary procedures. Cases of child abuse (having been dealt with by the statutory agencies) will be reviewed by The Zone DSO who may refer the case to the Zone Council. The Zone Disciplinary Committee / Investigator will undertake an internal investigation in situations not involving the QPS nor Dept of Child Safety. A written report is to be submitted promptly to the Zone Council for their consideration.

Possible outcomes

In these circumstances, the following outcomes are possible:

- No case to answer;
- Advice and or warning as to future conduct;
- Further support or training;
- Supervision and or monitoring;
- Suspension.

APPEALS AND COMPLAINTS

A Complaint or Appeal may be made by an individual who has been the subject of a deficient conduct or child protection concern that has been dealt with by the Zone

Please note, any matters relating to appeals with regard to Disciplinary Hearings, Suspensions and the Rules of The Association and Laws of the Game will be separately dealt with under established procedures and are not the subject of a complaint.

See the SCFZ's Disciplinary, Appeal or Complaints Policy, FFA Member protection policy for the applicable Procedure.

Source of Harm	Possible Actions		
Internal	Immediate	Short to Medium Term	Long Term
Staff	Contact the Queensland Police Service or the Department of Child Safety	<ul style="list-style-type: none"> • support all parties, including <ul style="list-style-type: none"> - the person making the disclosure - the person receiving the disclosure - the child or young person who has been harmed, and - the alleged perpetrator • suspend the alleged perpetrator from duties until the matter is resolved • have the alleged perpetrator undertake alternative duties 	If allegation is proven: <ul style="list-style-type: none"> • terminate the employment • terminate the volunteer involvement If allegation is not proven: <ul style="list-style-type: none"> • activate grievance procedures
Clients		<ul style="list-style-type: none"> • support all parties, including: <ul style="list-style-type: none"> - the person making the disclosure - the person receiving the disclosure - the child or young person who has been harmed, and - the alleged perpetrator • determine whether the client, as an alleged perpetrator, is allowed: <ul style="list-style-type: none"> - back on the premises - to participate in activities - in areas where children and young people are – while the matter is being investigated by the Queensland Police Service or Department of Child Safety 	If allegation is proven: <ul style="list-style-type: none"> • determine if the client's involvement with the organisation will be allowed to continue. If allegation is not proven <ul style="list-style-type: none"> • activate grievance procedures
External		<ul style="list-style-type: none"> • allow the Queensland Police Service or the Department of Child Safety to undertake an official investigation • support the person who made the disclosure, the person who received the disclosure and the child or young person who has been harmed 	

SPECIAL EVENTS - TRAVEL

GUIDELINES FOR SCFZ EMPLOYEES

Travelling to away events should be both safe and fun for children (which includes all those aged under 18). It should be a chance for all children to grow in confidence, self-esteem, and skills. Parents and carers will nearly always worry when their children are away but careful planning and preparation should help to ease those worries and demonstrate that you have taken into account the various needs of their children and the potential dangers of a trip away.

To help you organise trips and travelling the following Guidelines have been developed. Much of this preparation can be done at the start of the year when you have been notified of your involvement in an up-coming event (eg. State Titles). If regular away trips are scheduled (eg in the trial phase of the selection process) you will find that very little needs to change from event to event although if you have a new team member or helper with different needs or a different cultural background you may need to review your planning again.

Essential planning - At the Start of the Season

The Zone will have already put this in place but please ensure that you, yourself are aware of the following:

- Club Child Protection Policy;
- Policy and Procedures for selecting/recruiting employees or volunteers;
- A designated person for child protection;
- Procedures for reporting concerns; and
- Codes of Conduct.

Make Sure You Use the Following:

- Consent forms, make sure they are signed, returned and kept safely in line with the Zone's Privacy Policy;
- When taking a male group, there should always be a male member of staff and of course when you have a female group, there should always be female staff
- There should always be a qualified first aider and a full and up to date first aid box
- If any of the group have asthma or diabetes, ensure that an appropriate team official is aware of how to deal with any situation
- Ensure the following insurances are in place:
 - Public and civil liability
 - Personal accident
 - Vehicle
 - Breakdown cover (whether it's a car or mini bus)
- Remember to let everyone know where and when to meet, this is needed for both home sessions and away events.

Other Important Considerations

- Holding a meeting with parents/carers at the start of the season, to explain your philosophy, introduce team officials, discuss expectations, responsibilities, rules and the various codes of conduct is very helpful. This is a great opportunity to discuss procedures for travelling to away events, future trips or tours and the importance of the Zone's consent forms.
- Be aware of dietary needs of children from different ethnic groups. This includes fasting times linked to religious traditions

- Some activities may not be permitted with a mixed gender within some cultures e.g. not all teenage girls will be allowed to attend mixed swimming sessions
- Ensure that anyone transporting children on behalf of the Zone has a valid driving licence and a registered vehicle when using their own vehicle

Essential Planning - When Staying Away

In most instances, children who are directly involved with Zone activities are either Representative Players or Representative Team Officials. Referees who are children will not typically be involved in an away trip for the SCFZ. (If participating in State Titles, the referees come under the umbrella of FQ.) These State Title trips usually involve overnight stays. The organisation for State Title participation can be demanding, however properly planned, they are often the highlight of the year for players and are very rewarding for all.

Accommodation – (SCFZ Office will usually arrange)

The following needs to be considered:

- What is the locality like?
- Is there secure parking?
- Can dietary needs be met?
- Can valuables be stored safely?
- Are there accessible laundry facilities?
- What are the night-time security arrangements?
- Are there en-suite facilities or separate facilities for children and adults? (Remember all beds must be single. It is preferable that staff and players do not share a room. The DSO to be consulted on options if this is not possible.)
- If a girl's team is involved, do the toilet facilities include urinals?

Also consider:

- Make sure every child has a "safe while away card"
- On trips away, the children may take part in non football activities for example swimming - make sure your event Consent Form covers such activities
- Check the insurance covers non-football activities (eg abseiling/rock-climbing not covered)
- Draw up a programme, including departure dates & times and when you are returning
- Have a meeting with parents/carers and players and run through the trip's programme of events and address any questions or concerns
- The Zone employee who will be the point of contact needs to be identified - they should have a list of who is on the trip and their contact details (including the Team Officials)
- Name the designated person for child protection for the trip and ensure the group is aware who this person is
- Give everyone an information pack, this should include - dates, what you are doing, where you are going, rules, kit list, pocket money, medical care needs
- Ensure all Team Officials have a copy of the Emergency Guidelines

Other Important Considerations - When Staying Away

- Before you leave work with the players to establish rules for the trip (and what will happen to those who break them)
- You've provided the adults with a detailed pack, it's a good idea to provide the younger children with a scaled down version of the pack
- Ideally children shouldn't wear shirts or hats with their names on
- Agree who is sharing with whom before you go, however, be ready to change this as friendship groups with children can change very quickly!

- In an ideal world you would visit the accommodation before booking, but this is not always possible. So can you check with another Zone who have used this accommodation before, contact the Host Zone or check with the local Tourist Information or visit their website.
- Check if there are any no smoking rooms - this is very important for anyone who has asthma
- If there is a bar, what rules will you have in place?
- Is there a social area, what is there for children to do when not playing football?
- Some children have enuresis (bed-wetting) ensure that the hotel can deal with this discretely
- If self-catering, who will do the cooking? Are there any special dietary needs? Agree the menu before you travel.

Essential planning - Whilst You're Away

On arrival

- Check all rooms - are there the correct number of beds?
- Check that all windows and doors are safe.
- Ensure that you have your staff bedrooms spread out, for example if the group is over 3 floors, there should be at least one adult room on each floor.
- Remember to check the rooms for any damage and report any you find or you may end up with a bill!
- Ensure there is no access to alcohol in the rooms
- Ensure movie access is appropriate or indeed not available in the rooms
- Ensure that everyone is aware of fire exits and emergency procedures
- Store money and valuables
- Have a group meeting to review the programme and rules.
- Give out the "safe while away cards"

During the Trip

Hold daily group meetings and a staff meeting – this an opportunity to discuss any issues or problems and solve them

On Return

Ask the children and the staff what they enjoyed and what they would change, this will help with next years planning. A report is to be completed and submitted – if Representative Team – this is submitted to the Zone's DOC.

Essential Planning - When Going Abroad

- Make sure that your insurance covers you when abroad, you may need to take out additional cover, e.g. medical.
- Check if you need visas.
- For some trips, you may need vaccinations, or to take pre-trip medication such as anti-malarial.
- Check the expected weather, what precautions are needed?
- Make sure passports and return tickets are stored in a secure place.

Other Important Considerations

- Check the cultural traditions of the country. This may have an implication on what clothes you ask the group to take e.g. Muslim communities.
- Consider the implications of communication barriers where countries are not English speaking.
- Consideration needs to be given to the use of remote supervision when utilising host families.

COMMUNICATIONS

A LEAFLET FOR PARENTS

This leaflet is designed to explain the child protection policy of the Sunshine Coast Football Zone (SCFZ).

Child Protection at the Sunshine Coast Football Zone

SCFZ recognises that protecting children from harm and the risk of harm is fundamental to maximising their personal and sporting potential. For this reason the welfare and best interests of the children within our Zone will always be a primary consideration.

We expect all participants to show respect to our employees and volunteers and to comply with safe practices and we expect all employees to ensure that their behaviour towards and relationships with children reflect proper standards of care of children and are not unlawful. The Zone will respond diligently to a report of suspected or actual harm, or risk of harm to a child.

What does the Zone mean by harm?

Recent Queensland Legislation defines harm as:

“any detrimental effect of a significant nature on the child’s physical, psychological or emotional wellbeing. It is immaterial how the harm is caused.”

Harm can be caused by:

- Physical, psychological or emotional abuse or neglect;
- Bullying;
- Sexual abuse or exploitation; or
- Domestic or family violence.

How does the Zone protect children from harm?

The Zone has a comprehensive Child Protection Policy, which covers the actions to be taken if an employee, volunteer or a parent becomes aware or reasonably suspects that harm has been done to a child by other employees, people outside the football environment or by other children.

What should you do if you become aware or reasonably suspect that harm has been caused to a child within the Zone by an employee, someone outside of the Football environment or by other children?

You should report your concerns to the Designated Safety Officer (DSO) or Zone President or to any other employee of the Zone.

What will happen next?

If you report your concerns to an employee other than the President, the employee will report it to the DSO immediately, or if the subject of the complaint is the DSO then the employee will report to the Zone President or CEO of Football Queensland.

What will the President or the CEO do?

If the DSO, President or CEO receives a report of harm or suspected harm to a child; and he/she becomes aware of the harm having been caused or reasonably suspects

the harm to have been caused then it will be reported to police immediately if the harm relates to sexual abuse; or to the Department of Child Safety if appropriate; or it may be dealt with internally if the matter does not require mandatory reporting to an outside body.

What happens about confidentiality?

Your report will be treated in a confidential manner and with respect. Knowledge of it will be limited to the DSO, President and those directly involved. The CEO of Football Queensland may also need to be informed. It is the Zone's policy that confidentiality between the Zone and parents will be respected as much as possible and any concerns raised by parents will not rebound adversely on their children.

Each person who has access to information regarding suspected or disclosed harm has an obligation to observe appropriate confidentiality. However, the Zone is unable to promise absolute confidentiality since the steps of the Policy will require disclosing, internally and externally, certain details involved in responding to the report. State authorities can compel people to give evidence about actions under the Policy and to produce documents. You would be fully informed if information you provided were to be passed on to a third party.

Any action, which needed to be taken under employee disciplinary procedures as a result of an allegation not requiring police intervention, would be handled confidentially within the Zone.

How will the Zone help my child?

The President will ensure that the following things are done to reduce the chance of harm occurring:

- Ensure that each employee understands and fulfils their obligations under this Policy and the Policy for reporting abuse.
- Ensure that there is an acceptable reference for each employee engaged since the commencement of this protocol, from his or her previous employer.
- Ensure that each employee and volunteer who has contact with children has a current positive suitability notice issued by the Commissioner for Children and Young People.

If the President receives a report of harm to your child, he/she will support the child by:

- responding rapidly and diligently to the report;
- reassuring the child;
- protecting the child's confidentiality as much as possible;
- offering continuous support; and
- providing counselling if requested.

What should I do if I require more information?

The Zone's complete Child Protection Policy is available at the SCFZ's administration office. Parents and children may have access to this policy at any time. You may also make an appointment to discuss the policy with the DSO if you wish to clarify any matters.

INFORMATION LEAFLET FOR CHILDREN

Every child has the right to feel safe and free from harm while participating in football. We expect you to respect your coaches, referees, officials and other children and we expect that you will receive the same respect in return. You should never allow yourself to feel unsafe without reporting it to someone you trust.

Who should I tell if I am not feeling safe at football or at home?

Any coach or adult. If you do not feel like talking directly to an adult, you may like to write him or her letter.

What will happen if I report what is happening to an adult?

If the concern is worrying you but not causing you immediate harm, then the adult will discuss with you ways to solve your problem. If the concern is serious and the adult believes that you are being harmed or in danger of being harmed, he or she will report it to the designated safety officer (DSO).

What if I don't want the adult to tell others?

The adult will try to keep your concerns confidential as much as possible. However, if the adult is aware or reasonably suspects that harm has been caused by anyone to a child within the Zone, then the law says that the matter must be reported to the Police or government official. If the DSO has no choice about reporting what you have told them to some-one else he or she will explain to you exactly what will happen next.

Remember the most important thing is that you feel safe and free from harm. You must tell someone if you are being harmed or are afraid that you will be harmed.

ADDITIONAL ISSUES

FACILITY DEVELOPMENT

It is strongly recommended that any design or redesign of facilities takes into consideration criteria to protect children.

This does not just centre on how children can use and access facilities, but also around the foot flow of the building to ensure adults and children do not access areas which could lead to allegations or incidents. Designs of changing areas, including toilets and showers, particularly require careful planning, together with vanity screens to the changing rooms themselves. Other issues can include access to changing areas, the siting of spectator toilets, lighting, recessed areas, electrical and boiler systems and proximity to car parking on site. The location of fields to the changing rooms should also be considered carefully.

Attention should be paid in particular to the following:

- orientation of the building in relation to access to the site and the location of existing utilities where applicable;
- security issues relating to your site including adequate lighting around the facility and consideration to “secure by design” issues;
- consideration to the operational management of the site in terms of circulation space / child protection issues / simultaneous use by male and female groups.

QUEENSLAND POLICE SERVICE JUVENILE AID BUREAU CONTACTS

Station	Contact number
Sexual Crimes Investigation Unit	(07) 3364 6430
Beerwah	(07) 5436 5222
Boondall	(07) 3364 3417
Brisbane City	(07) 3258 2538
Bundaberg	(07) 4153 9022
Burleigh	(07) 5535 1136
Caboolture	(07) 5495 0420
Cleveland	(07) 3824 9365
Deception Bay	(07) 3888 0682
Ferny Grove	(07) 3872 1570
Fortitude Valley	(07) 3364 4470
Goodna	(07) 3818 3213
Gladstone	(07) 4971 3235
Gympie	(07) 5482 8627
Hendra	(07) 3632 2310
Inala	(07) 3372 9299
Indooroopilly	(07) 3377 9450
Ipswich	(07) 3813 8792
Caloundra	(07) 5439 4450
Logan	(07) 3862 1889
Mackay	(07) 4968 3533
Maroochydore	(07) 5475 2437
Maryborough	(07) 4123 8181
Morningside	(07) 3823 8619
Mt Isa	(07) 4744 1111
Noosa	(07) 5447 5888
Petrie	(07) 3285 0220
Proserpine	(07) 4945 1333
Redcliffe	(07) 3283 0566
Rockhampton	(07) 4932 1535
Sandgate	(07) 3631 8033
Surfers Paradise	(07) 5570 7841
Toowoomba	(07) 4639 7717
Upper Mt Gravatt	(07) 3364 3151
Wynnum	(07) 3393 5029

DEPARTMENT OF CHILD SAFETY SERVICE CENTRE CONTACTS

Region	Area Office	Contact Number
Brisbane North and Sunshine Coast Zone	Caboolture	(07) 5490 1000
	Chermside	(07) 3350 7300
	Fortitude Valley	(07) 3252 8760
	Gympie	(07) 5482 4177
	Pine Rivers	(07)3881 7600
	Redcliffe	(07)3284 1000
	South burnett - Kingaroy	(07) 4162 5399
	South Burnett - Murgon	(07) 4168 1488
	Sunshine Coast North	(07) 5475 0000
	Sunshine Coast South	(07) 5475 0000
Brisbane South and Gold Coast Zone	Beenleigh	(07) 3287 4422
	Gold Coast	(07) 5595 7100
	Mount Gravatt	(07) 3343 4044
	Redlands	(07) 3286 4633
	Wynnum	(07) 3396 7055
Central Zone	Bowen	(07) 4786 2644
	Bundaberg	(07) 4131 5517
	Emerald	(07) 4982 2177
	Gladstone	(07) 4979 6514
	Longreach	(07) 4658 3012
	Mackay	(07) 4951 5900
	Maryborough	(07) 4123 9160
	Rockhampton	(07) 4938 4765
Far Northern Zone	Atherton	(07) 4091 1466
	Cairns	(07) 4052 9500
	Cape Torres	(07) 4039 8953
	Innisfail	(07) 4061 3122
	Thursday Island	(07) 4090 3665
Ipswich and Western Zone	Charleville	(07) 4654 2577
	Goodna	(07) 3818 2166
	Ipswich	(07) 3280 1744
	Roma	(07) 4622 2811
Logan and Brisbane West Zone	Toowoomba	(07) 4688 4000
	Browns Plains	(07) 3802 4400
	Inala	(07) 3372 0200
Northern Zone	Logan North Woodridge	(07) 3380 6200
	Mount Isa	(07) 4744 1600
	Thuringowa	(07) 4773 8222
	Townsville North	(07) 4799 7900
Townsville South	(07) 4799 7900	



The Commission

The Commission for Children and Young People and Child Guardian is an independent statutory authority which promotes and protects the rights, interests and wellbeing of children and young people in Queensland.

The work of the Commission is regulated by the *Commission for Children and Young People and Child Guardian Act 2000*.

The Act requires certain people working with children under 18 to undergo employment screening - known as the Working with Children Check.

What is the Working with Children Check?

The Working with Children Check is a detailed national check of a person's criminal history, including any charges or convictions.

The Commissioner also considers disciplinary information held by certain professional organisations for:

- teachers
- child care service providers
- foster carers
- nurses,
- midwives, and
- certain health practitioners.

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.

A person whose application is approved is issued with a positive notice letter and a blue card.

If a person's application is refused, they are issued with a negative notice which prohibits them from carrying on a business or working in the areas of work covered by the Act.

If people do not comply with their obligations under the Act, penalties may apply, including fines and terms of imprisonment.

Who does the check apply to?

Paid employees and volunteers

If you work as a paid employee or volunteer with children and young people in any of the following areas, you may need a blue card:

- residential facilities
- school boarding houses
- schools (other than teachers and parents)
- child care
- churches, clubs and associations involving children
- child counselling and support services
- private teaching, coaching or tutoring
- education programs conducted outside of schools (ie. alternative education programs for students suspended from school or flexible schooling arrangements)
- child accommodation services, including home stays
- religious representatives
- sport and active recreation
- emergency services cadet programs
- school crossing supervisors, and
- caring for children under the *Child Protection Act 1999*, eg. foster and kinship carers.

Only people meeting certain requirements under the Act need a blue card.

To see if you need a blue card, consider whether the child-related activity you are involved in meets the requirements of each category.

The requirements differ for each category and different exemptions apply.

Paid employees and volunteers should check with their employer whether they are exempt.

For more information about these categories, go to www.bluecard.qld.gov.au or call the Blue Card Contact Centre on 3247 5145 or 1800 113 611.

See CCYPCG website for pages 2-6 and further information.



People providing certain child-related services in the areas of work regulated by the Commission's Act need a blue card, unless they are exempt.

Volunteer parents may be exempt when providing child-related services in the following categories:

- schools (other than teachers)
- child care
- churches, clubs and associations involving children, and
- sport and active recreation.

Who is a parent?

Under the Act, a parent is a child's mother, father or someone else who has parental responsibility for the child on a permanent basis.

A person exercising parental responsibility temporarily is not defined as a parent under the Act.

For example, a grandmother looking after her grandchildren while their parents are overseas is exercising parental responsibility temporarily and is not exempt from holding a blue card.

A parent of an Aboriginal child includes a person who, under Aboriginal tradition, is regarded as a parent of the child. A parent of a Torres Strait Islander child includes a person who, under Island custom, is regarded as a parent of the child.

When does a parent need a blue card?

Category	When does a parent need a blue card?	When doesn't a parent need a blue card?
Schools	<ul style="list-style-type: none"> • working in a paid capacity at a school • an office bearer on a Parents and Friends or Parents and Citizens Association licensed to conduct an out-of-school hours care service • volunteering at an out-of-school hours care service where their child does not receive care 	<ul style="list-style-type: none"> • volunteering at their child's school • volunteering on a school board at their child's school
Child Care	<ul style="list-style-type: none"> • working in a paid capacity at a child care centre • volunteering at a child care centre where their child does not regularly receive child care services 	<ul style="list-style-type: none"> • volunteering at a child care centre where their child regularly receives child care services
Churches, clubs and associations	<ul style="list-style-type: none"> • working in a paid capacity at a church, club or association • volunteering at a church, club or association in a range of child-related services, including different services to those received by their child 	<ul style="list-style-type: none"> • volunteering at a church, club or association in the same or similar child-related services to those received by their child
Sport and active recreation	<ul style="list-style-type: none"> • working in a paid capacity in sport and active recreation activities • volunteering in sport and recreation activities including different activities to those in which their child participates 	<ul style="list-style-type: none"> • volunteering in sport and recreation activities in which their child participates (even if, on occasion, their child is sick and not participating).

Can an organisation require a volunteer parent to have a blue card if they are exempt under the Act?

No. Organisations can only apply for blue cards for people working in the specified categories of employment and business listed in the Act.

However, if an exemption applies to the parent's activities under these categories, an organisation can **not** apply for a blue card for the parent.

How do parents know if they are exempt?

Parents should speak to the volunteer coordinator of the organisation they intend to volunteer for about the nature of any child-related activities they will be involved in as a volunteer.

The volunteer coordinator should then be able to determine if the parent needs a blue card.

The Commission's application forms require both the organisation and applicant to declare that the applicant will be involved in regulated child-related activities, and that an exemption does **not** apply.

Why are volunteer parents exempt in certain circumstances?

Parental involvement in their child's activities is central to the functioning of the family unit and the relationship between the parent and the child.

Given the critical role parents have in their children's education, recreation and personal development, the Government did not want the blue card system to discourage parental participation in their children's interests.

The blue card is an important risk management tool, but is not a guarantee of safety.

The best way to create safe environments for children is for parents to be vigilant and for service providers to implement thorough risk management strategies.

What is a child protection risk management strategy?

A child protection risk management strategy is a combination of an organisation's protocols, policies and practices to foster a safe service environment.

These things should help identify potential risks to children and prevent harm from occurring.

Who is responsible for ensuring risks are managed in particular environments?

Employers or Businesses listed in the Act must have written child protection risk management strategies in place which are reviewed annually. They must include:

- a statement of commitment to the safety and well-being of children and protecting them from harm
- a code of conduct for interacting with children and young people
- procedures for recruiting, selecting, training and managing people who will work with children and young people
- policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines
- a plan for managing breaches of the risk management strategy
- a register of blue card holders in the organisation
- risk management plans for high risk activities and special events, and
- strategies for communication and support.

Parents can strengthen safeguards by:

- talking to the organisation or service provider to reassure themselves it is safe for their child to take part in activities - eg. they should be satisfied that:
 - the premises or venue is safe, and there are adequate numbers of qualified staff
 - the activities conducted, the number of children participating are safe
 - they are happy with the access parents and other adults have to children
 - there are policies in place to protect children from harm and
 - there are procedures in place if a child gets sick or has an accident
- if something sounds amiss when children talk about their activities, they can ask questions of the service provider
- children can talk to their teacher, coach or other adult service provider if they have a problem or are worried about something
- they teach their child how to contact them or another family member in an emergency, and
- they talk to their child about safety - it is vital children know they have a right to always feel safe and understand how to stay safe.

Address: Commission for Children and Young People
and Child Guardian
T&G Building
141 Queen Street
Brisbane Qld Australia 4000

Postal: PO Box 12671
Brisbane George Street
Qld Australia 4003

Office Hours: 8:00am – 5:00pm
Monday to Friday

Telephone: (07) 3247 5145

Freecall: 1800 113 611 (Blue Card Contact Centre)

Fax: (07) 3247 5200

Email: bluecard@ccypcg.qld.gov.au

Website: www.bluecard.qld.gov.au

CC YPCG 06/313 MA/807

Contact us

USEFUL CONTACTS

QUEENSLAND

COMMISSION FOR CHILDREN AND YOUNG PEOPLE AND CHILD GUARDIAN (CCYPCG) –

www.ccypcg.qld.gov.au

Employment screening hotline 1800 113 611;
Complaints and Investigations **1800 688 275**

FAMILIES YOUTH & COMMUNITY CARE

Brisbane Metro 07 3224 8045
Outside Metro 1800 811 810
After Hours and Emergency Crisis Care
Brisbane Metro 07 3235 9999
Outside Metro 1800 177 135

National Crime Prevention Sexual Assault Services

Brisbane (business hours) 07 3391 0004
Brisbane (after business hours) 07 3000 0000
Country QLD (24 Hours) 1800 010 120
Far Nth QLD/Cairns 07 4031 3590

CONTACT NUMBERS FOR SERVICES FOR PARENTS AND CHILDREN:

Parent Line (8.00am - 10.00pm 7 days) 1300 30 1300

Kids Help Line (24 hours) 1800 55 1800

Community Child Health Service 07 3862 2333
Outside Brisbane 1800 177 279

Child Care Information Service (8.30am-5.00pm Mon to Fri) 07 3224 4225
Outside Brisbane 1800 637 711

Aboriginal Childcare Agency 07 3816 2266

Ethnic Child Care Development Unit 07 3861 1022

Women's Infolink 1800 177 577

Men's Infoline 1800 600 636

Look in the local telephone directory for your Queensland Health Community Child Health Service and for information about their parent education courses (eg. **Positive Parenting Program - Triple P**).

THE AUSTRALIAN INSTITUTE OF FAMILY STUDIES:

This independent statutory authority promotes the identification and understanding of factors affecting marital and family stability in Australia. Through their National Child Protection Clearinghouse (NCPC) they provide information and research on the prevention of child abuse.

- Their web address is at: www.aifs.gov.au

CHILD WISE:

This not-for-profit organisation works to prevent, protect and reduce the sexual abuse and exploitation of children in Australia and overseas. Their 'Choose with Care' program aims to minimise the risk of child abuse occurring within organisations working with children. The program assists organisations improve screening, recruitment & management practices for employees and volunteers.

- Their web address is at:
[www.ecpat.org/projects/choose with care.html](http://www.ecpat.org/projects/choose_with_care.html)
- Also see their handbook: Parents' Guide to Choosing Child Safe Organisations at [www.ecpat.org/projects/CWC Parents handbook.pdf](http://www.ecpat.org/projects/CWC_Parents_handbook.pdf)

AUSTRALIAN CHILDHOOD FOUNDATION:

This independent national charity aims to prevent child abuse and reduce the harm it causes to children, families and the community. It provides counselling services for children who have experienced abuse and family violence. It also runs a range of prevention, education, advocacy and research programs.

- Their website is at: www.childhood.org.au

THE NATIONAL ASSOCIATION FOR PREVENTION OF CHILD ABUSE AND NEGLECT (NAPCAN):

This independent charity produces national campaigns and distributes free resources that promote positive and practical actions to stop child abuse.

- Their website is at www.napcan.org.au/home.php

CHILD ABUSE PROTECTION SERVICE

This independent organisation support parents and alleviate family stress, to make sure that children can grow up in an environment of security, happiness and self worth. It provides telephone support and case workers. It also aims to educate the community about the growing problem of child abuse

- * <http://www.childabuseprevention.com.au/index.html>

National Free Call : 1800 688 009
National Head Office
Sydney - Ashfield
Phone: (02) 9716 8000 or
National Free Call 1800-688-009
Address:
PO BOX 1235, Ashfield, NSW, 2131

THE VIRTUAL GLOBAL TASKFORCE

www.virtualglobaltaskforce.com

The Virtual Global Taskforce was set up to help protect young people online. The Taskforce comprises police forces from around the world and aims to make the Internet a safer place. For more information, visit the Taskforce website.

Other References

Anti-discrimination Commission (ADC)– deals with discrimination, sexual harassment and acts of public hatred. www.adcq.qld.gov.au

Australian Privacy Commission - *Privacy Act 1988* (Commonwealth) - website www.privacy.gov.au , phone 1300 363 992

Department of Child Safety (DCS) - for information on child protection roles and contacts for reporting www.childsafety.qld.gov.au

Department of Communities (DOCs) - policies, procedures, guidelines - child protection, youth justice statutes, fact sheets, website www.communities.qld.gov.au or 131304

Legislation: *Child Protection Act 1999* etc - <http://www.legislation.qld.gov.au/OQPChome.htm>

Keep Kids Safe – Education program that teaches children personal safety www.keepkidssafe.com.au

Kids in Mind – Developed by the Mater Child and Youth Mental Health Services to provide information on mental health issues facing young people and their families www.kidsinmind.org.au

Child Accident Prevention Foundation of Australia (Kidsafe) – Provides education and information service regarding child safety. www.kidsafe.com.au

PROCEDURES

COACHES' CODE OF CONDUCT

Coaches are the key to the establishment of ethics within football. Their concept of ethics and their attitude directly affects the behaviour of players under their supervision. Coaches are, therefore, expected to pay particular care to the moral aspect of their conduct.

Coaches have to be aware that almost all of their everyday decisions and choices of actions, as well as strategic targets, have ethical implications. It is natural that winning constitutes a basic concern for coaches. This code is not intended to conflict with that. However, the code calls for coaches to disassociate themselves from a win-at-all-costs attitude.

Increased responsibility is requested from coaches involved in coaching young people. The health, safety, welfare and moral education of young people are a first priority, before the achievement of the reputation of the zone, club, coach or parent. The Sunshine Coast Football Zone's Coaches Code of Conduct reflects the standards expected by the broader community.

In addition to this general code of conduct, included in this section's appendix is the SCFZ's Representative Coaches/ Assistant Coaches Code of Conduct.

CODE OF CONDUCT FOR COACHES

- Coaches must respect the rights, dignity and worth of each and every person and treat each equally within the context of the sport.
- Coaches must place the well-being and safety of each player above all other considerations, including the development of performance.
- Coaches must adhere to all guidelines laid down by the SCFZ, especially in relation to interacting with children (be they players, referees, other coaches or spectators).
- Coaches must develop an appropriate working relationship with each player based on mutual trust and respect.
- Coaches must not exert undue influence to obtain personal benefit or reward.
- Coaches must encourage and guide players to accept responsibility for their own behaviour and performance.
- Coaches must ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of players.
- Coaches should, at the outset, clarify with the players (and, where appropriate, the parents) exactly what is expected of them and also what they are entitled to expect from their coach.
- Coaches must co-operate fully with other specialists (e.g. other coaches, officials, sports scientists, doctors, physiotherapists) in the best interests of the player.
- Coaches must always promote the positive aspects of the sport (e.g. Fair Play) and never condone violations of the Laws of the Game, behaviour contrary to the spirit of the Laws of the Game or relevant rules and regulations or the use of prohibited substances or techniques.
- Coaches must consistently display high standards of behaviour and appearance.
- Coaches must not use or tolerate inappropriate language or behaviour.
- Coaches who are children themselves also have obligations towards other children.

PLAYERS' CODE OF CONDUCT

Players are the most important people in the sport. Playing for the team, and for the team to win, is the most fundamental part of the game. But not winning at any cost – Fair Play and respect for all others in the game is fundamentally important.

This code focuses on players involved in top-class football. Nevertheless, the key concepts in the code are valid for players at all levels. (Note: In this context, “players” may be adults or children.)

In addition to this general code of conduct, included in this section’s appendix is the SCFZ’s Representative “Player Code of Conduct/Medical Information/Photo Permission”

CODE OF CONDUCT FOR PLAYERS

Obligations towards the game

A player should:

- Make every effort to develop their own sporting abilities in terms of skills, technique, tactics and stamina;
- Give maximum effort and strive for the best possible performance during a game, even if his team is in a position where the desired result has already been achieved;
- Set a positive example for others, particularly young players and supporters;
- Avoid all forms of gamesmanship, and time-wasting;
- Always have regard to the best interests of the game, including where publicly expressing an opinion on the game and any particular aspect of it, including others involved in the game;
- Not use inappropriate language.

Obligations towards one’s own team

A player should:

- Make every effort consistent with Fair Play and the Laws of the Game to help his own team win;
- Resist any influence which might, or might be seen to, bring into question his commitment to the team winning.

Respect for the Laws of the Game and Competition Rules

A player should:

- Know and abide by the laws, rules and spirit of the game, and the competition rules;
- Accept success and failure, victory and defeat, equally;

- Resist any temptation to take banned substances or used banned techniques.

Respect towards opponents

A player should:

- Treat opponents with due respect at all times, irrespective of the result of the game;
- Safeguard the physical fitness of opponents, avoid violence and rough play, and help injured opponents.

Respect towards the match officials

A player should:

- Accept the decision of the match official without protest;
- Avoid words or actions which may mislead a match official;
- Show due respect towards match officials.

Respect towards team officials

A player should:

- Abide by the instructions of their coach and Team Officials, provided they do not contradict the spirit of this code;
- Show due respect towards the Team Officials of the opposition.

Obligations towards the supporters

A player should:

Show due respect to the interests of supporters.

Obligations towards children and young people

A player should:

Be mindful of obligations towards all children and young people;
Child players also have obligations towards other children.

TEAM OFFICIALS' CODE OF CONDUCT

Team officials play an important part in supporting players and advancing the game.

CODE OF CONDUCT FOR TEAM OFFICIALS

This Code applies to team/club officials (although some items may not apply to all officials), be they employed or volunteers.

Obligations towards the game

The team official should:

- Set a positive example for others, particularly young players and supporters;
- Promote and develop own team having regard to the interest of the players, supporters and reputation of the national game
- Share knowledge and experience when invited to do so, taking into account the interest of the body that has requested this rather than personal interests;
- Avoid all forms of gamesmanship;
- Show due respect to Match Officials and others involved in the game;
- Always have regard to the best interests of the game, including where publicly expressing an opinion of the game and any particular aspect of it, including others involved in the game;
- Not use or tolerate inappropriate language.

Obligations towards the team

The team official should:

- Make every effort to develop the sporting, technical and tactical levels of the club/team, and to obtain the best results by the team, using all permitted means;
- Give priority to the interests of the team over individual interests;
- Resist all illegal or unsporting influences, including banned substances and techniques;
- Promote ethical principles;
- Show due respect to the interests of players, coaches and other officials, at their own club/team and others.

Obligations towards the supporters

The team official should:

- Show due respect to the interests of supporters.

Respect towards the match officials

A team official should:

- Accept the decisions of the Match Official without protest;
- Avoid words or actions which may mislead a Match Official;
- Show due respect towards Match Officials.

Obligations towards children and young people

A team official should:

- Be mindful of obligations towards all children and young people.
- Team Officials who are children themselves also have obligations towards other children.

PARENT / SPECTATOR CODES OF CONDUCT

In addition to this general code of conduct, included in this section's appendix is the SCFZ's Representative Players' Parent/Guardian Protocol form.

Parents/spectators have a great influence on children's enjoyment and success in football. All children play football because they first and foremost love the game – it's fun. It is important to remember that however good a child becomes at football within your club, it is important to reinforce the message to parents/spectators that positive encouragement will contribute to:

- Children enjoying football
- A sense of personal achievement
- Self-esteem
- Improvement in the child's skills and techniques.

A parent's /spectator's expectations and attitudes have a significant bearing on a child's attitude towards:

- Other players
- Officials
- Managers
- Spectators.

CODE OF CONDUCT FOR PARENTS/SPECTATORS

Parents/spectators ought to be positive and encouraging towards all of the children, not just their own.

Parents/spectators should:

- Applaud the opposition as well as your own team;
- Avoid coaching the child during the game;
- Not to shout and scream;
- Respect the referee's decision;
- Give attention to each of the children involved in football, not just the most talented;
- Give encouragement to everyone to participate in football.

At Zone events, the Zone will ensure that parents/spectators will abide by their specific Codes of Conduct and the Child Protection Policy. Further, parents of representative players must sign an agreement to comply with the Codes of Conduct.

ANTI-BULLYING PROCEDURES

The following steps are a guide to dealing with reports of bullying.

1. Report bullying incidents to a Zone employee, the DSO or a member of the Zone Council;
2. In cases of serious bullying, the incidents will be referred to the Zone Council for advice and possibly to FQ and /or Disciplinary Committee;
3. If bullying is suspected or reported, the incident should be dealt with immediately by the employee who has been approached, to ensure the child's safety. It is **never** acceptable to turn a blind eye to bullying.
4. A clear account of the incident should be recorded and given to the DSO.
5. Parents should be informed and will be asked to come in to a meeting to discuss the problem;
6. If necessary and appropriate, the Police will be consulted;
7. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly;
8. An attempt will be made to help the bully (bullies) change their behaviour;
9. If mediation fails and the bullying is seen to continue the Zone will initiate disciplinary action under the Zone constitution.

Recommended Zone action

If the Zone decides it is appropriate for them to deal with the situation, they should follow the procedure outlined below.

1. Reconciliation by getting the parties together. It may be that a genuine apology solves the problem.
2. If this fails/is not appropriate, a small panel (made up from the chairman, CWO, secretary, committee members) should meet with the parent/carer and child alleging bullying to get details of the allegation. Minutes should be taken for clarity, which should be agreed by all as a true account.
3. The same three members should meet with the alleged bully and parents/carer and put the incident raised to them to answer and give their view of the allegation. Minutes should again be taken and agreed by all as a true account.
4. If bullying has in their view taken place, the individual should be warned and put on notice of further action i.e. temporary or permanent suspension if the bullying continues. Consideration should be given as to whether a reconciliation meeting between parties is appropriate at this time.
5. In some cases the parent of the bully or bullied player can be asked to attend training sessions, if they are able to do so, and if appropriate. The Zone Council should monitor the situation for a given period to ensure the bullying is not being repeated.
6. All coaches involved with both individuals should be made aware of the concerns and outcome of the process i.e. the warning.

In the case of adults reported to be bullying anyone under 18 within the Zone

1. The DSO should always be informed and will advise on action to be taken where appropriate.

2. It is anticipated that in most cases where the allegation is made regarding a team manager, official or coach, child protection awareness training may be recommended.
3. More serious cases may be referred to the Police and/or Depart Child Safety.

Victims

Victims who have been bullied will be supported by:

- offering an immediate opportunity to discuss the experience with an employee of their choice;
- reassuring the child;
- offering continuous support; and
- providing encouragement to form and maintain friendships with non-bullying children.

Children who have bullied will be helped by:

- discussing what happened;
- discovering why the child became involved;
- establishing the wrong doing and the need to change; and
- enlisting the support of parents/caregivers to help change the behaviour and attitude of the child, where appropriate.

REPORTING PROCEDURE

If a child or young person informs you directly that they are concerned about someone's behaviour towards them, this is known as a disclosure. The person receiving the disclosure should:

Stage one – receiving a disclosure

There is no one set of rules to follow when a child or young person tells you that harm has occurred to them, or another person discloses an incident of harm to a child or young person. However the following actions may be of assistance:

Don't panic

You may be the first person to whom the disclosure is made. Your reaction may determine whether the person making the disclosure trusts you with the information. It is important you:

- don't react in a shocked or critical way;
- let them know they are not to blame, and
- tell the person you are glad they have told you.

Seek Medical Assistance if Needed

If the child or young person needs immediate medical treatment, take them to hospital or telephone for an ambulance, inform doctors of concerns and ensure that they are aware that this is a child protection issue. In the event of suspicion of sexual abuse do not let the child bathe or shower until given permission to do so. Washing can destroy valuable evidence.

Find a private place to talk

Ensure the immediate safety of the child, this at the very basic level could just involve walking away from individuals of concern. Privacy may help the person making the disclosure feel more comfortable and less concerned about telling you what they have to say, especially if they are a child or young person.

Listen

When presented with a disclosure of harm, don't say, "I won't tell," and don't promise to keep secrets. Promises of outcomes of this process should also not be made. (Subsequent developments can not be predicted and issues of confidentiality can never be assured). You should:

- reassure the person they have done the right thing in telling;
- say you need to tell someone else who can help them, and
- reassure them you will only tell someone who will make them safe.

Believe the person

It is not up to you to judge whether a child, young person or anyone else is telling the truth – always act on the basis that what you have been told is the truth. Remember, it is not up to you to decide if what you are being told did or did not happen.

Don't ask leading questions

Leading questions are those that tend to suggest an answer, for example:

- "Did 'X' touch you?"
- "Did they touch you where your underwear goes?"

Keep any questions to the absolute minimum, asking only what is necessary to ensure a clear understanding of what has been said.

Don't put words in the person's mouth

Let them tell you what happened, and if you need to clarify anything, ask non-leading questions such as:

- "Tell me what happened."
- "What happened then?"
- "Can you tell me about that?"

When seeking clarification echo back to the person what you believe they have stated. Use their language and words, do not alter or change to use your own.

It is not your role to investigate allegations of harm

Only ask enough questions to confirm the need to report the matter to the Queensland Police Service or the Department of Child Safety. The safety of the child or young person is paramount. Unnecessary questions or interviews could cause distress, confusion and interfere with any subsequent investigation authorities undertake.

Take detailed notes

At the first opportunity after a disclosure has been made to you, make notes of what occurred. Accuracy is important as there may be legal proceedings at a later date.

Include information such as:

- dates;
- times;
- location, and
- who is present.

Include a detailed description of:

- exactly what the person disclosing said, using 'I said,' 'they said,' statements;
- the questions you asked;
- any comments you made, and
- your actions following the disclosure.

If you are taking notes as the disclosure is occurring, explain why you are doing it and why it is important, ie. to ensure an accurate record for any subsequent investigation. If the disclosure is being made by a child or young person, remember to explain this to them in a way that is appropriate for their age and understanding. Any reports or documentation on disclosures of harm must be kept confidential and secure, with access strictly limited and on a 'need to know' basis.

Notify the Parents

Inform the parents/carers immediately unless you have specific reason not to, e.g. the child has named the parent/carer as the abuser. If this is the case then contact the designated person. If they are unavailable contact local Depart Child Safety or the Police for guidance

Stage Two – Reporting a Disclosure

Suspicious of harm which may involve an offence against a child or young person must always be taken seriously.

Your organisation's first responsibility is to report it either to the Queensland Police Service or the Department of Child Safety, after confirming that this is the course of action you should take. This action ought be done by the person to whom the disclosure was made, as they will have the best knowledge of what was said.

Under no circumstances should the Zone:

- conduct its own investigation to substantiate claims;
- hold its own internal hearing (a 'kangaroo court'), or
- attempt to mediate a settlement of the matter instead of notifying relevant authorities.

Investigations conducted by the Zone could lead to:

- the destruction of evidence by an accused person;
- intimidation of the person disclosing the information, or
- intimidation of the child or young person being harmed (if the disclosure was made by somebody else).

Any referral to Dept of Child Safety or QPS should be confirmed in writing within 24 hours - if this is not possible, then at the earliest opportunity. Keep a record of the name and designation of the Departmental member of staff or Police Officer to whom concerns were passed and record the time and date of the call in case any follow-up is needed.

Ensure all information is maintained safely in accordance with privacy procedures.

THE QUEENSLAND POLICE SERVICE

The Queensland Police Service will investigate disclosures of suspected or substantiated harm to children or young people. This is usually done by officers of the Juvenile Aid Bureau or Child Abuse Unit.

If a disclosure is made to you, contact your closest Juvenile Aid Bureau or local police station and tell them you suspect, or have been told of, someone who has been harmed.

When contacting the police, they will want to know information such as:

- the details of any disclosure of harm;
- the name, age, and address of the child or young person harmed;
- where the child or young person is at that point in time;
- any identifying information regarding the alleged perpetrator of the harm, and
- your details.

Other concerns

If there are concerns about reprisals from an alleged perpetrator following a disclosure of harm, it is important to tell police when you contact them. The police can provide protection if necessary. They can also advise what to do if there later becomes a risk.

THE DEPARTMENT OF CHILD SAFETY

Where the disclosure indicates that harm may have been caused by a family member, or where parents are not acting to protect their child from harm, the incident must be reported to the Department of Child Safety through your local service centre.

Disclosures of harm related to shared family care or residential services for children and young people must also be reported to the Department of Child Safety. However, where the disclosure of harm indicates a criminal offence may have taken place, such as sexual assault of a child or young person, the matter should also be reported to the Queensland Police Service.

Evidence

The investigation of these matters is a complex and sensitive process. In the course of an investigation, officers from the child protection agencies may request permission to interview the child concerned. In most cases, in order to ensure the interests of the child are protected, the child may be interviewed before the matter is discussed with the parent/caregiver.

The responsibility for informing parents/caregivers of notifications and any interviews rests with the investigating child protection agency officers, not with the Zone. For this reason, any person making an inquiry or complaint concerning an investigation or an interview must be promptly referred to the DSO who will refer the enquirer to the appropriate department, with the explanation that it is the responsibility of that department to answer such inquiries or complaints.

Confidentiality

The identity of the person reporting the matter must not be revealed to any person or officer of any department without that person's consent.

Child protection agencies operate under strict laws of confidentiality. This means they do not divulge the identity of the person reporting the matter except to others requiring the information to perform duties under the Child Protection Act 1999, neither do they divulge information about their investigations to the person reporting the matter.

Section 22 of the Child Protection Act 1999 provides for the protection from civil liability for persons who, acting honestly, notify or give information about suspected harm to a child. It also states that merely because the person gives the notification, the person cannot be held to have breached any code of professional etiquette or ethics, or departed from accepted standards of professional conduct.

Stage Three – Providing Support

Consideration will be given to what support may be appropriate for children, young people, parents or carers, volunteers and employees during and after deficient conduct and child abuse referrals to The Zone.

Complainant

The Zone will support anyone who, in good faith, reports his or her concern that a colleague is, or may be, abusing a child or young person, even if that concern is proved to be unfounded, in the following ways:

- Via DSO;
- Provision of specialist independent organisations contact details;
- Provision of counselling services as required.

Receiver of Disclosure

It is never easy to respond to a child or young person who tells you that they are being abused. You may well be feeling upset and worried yourself. Confidentiality is paramount. However, The Zone acknowledges that having received a disclosure, individuals may have a need for some support. “Useful Contacts” provides information on support groups for those who have received a disclosure.

Support for the Child

The Zone has a responsibility to offer a long-term, supportive environment for all member children. The following are suggested as ways to support a child who may be in need of protection:

- Treat the child with respect and dignity.
- Be sensitive to the child’s needs, feelings and concerns.
- Monitor the situation.
- Maintain confidentiality as far as is practicable.
- Immediately notify the DSO if, after the initial report, any further incidents of harm are suspected.

Every effort will be made to ensure that any child or young person who has been subjected to deficient conduct or abuse, and their parents or carers, will be given support from the appropriate agencies and The Zone. A list of independent support groups and helplines is provided in “Useful Contacts” for those who have experienced abuse.

The Zone will also consider what support may be appropriate for those against whom a complaint of deficient conduct or an allegation of abuse has been made. “Useful Contacts” provides information on support groups and helplines.

The table on the following page provides some possible courses of action for your organisation, depending on where the alleged harm originated.

Stage four – review and evaluation

After the Zone has dealt with a disclosure of harm, a review and evaluation of policies and procedures will take place. This will help decide whether they are appropriate for:

- responding to a child or young person when a disclosure is made
- protecting children and young people from harm, and
- supporting all parties involved from the Zone.

It is important to be aware that an official investigation may still be underway and the matter may still proceed to court. Any review must not interfere with this process. If the DSO is unsure whether the review will impact on an investigation, they should:

- seek independent legal advice, and
- ask the investigating agency if your review will impact on the investigation or the judicial process.

When conducting a review, any problems identified ought to be addressed and any actions documented. If this process involves developing new policies and procedures, they are to be formally implemented and everyone they affect informed.

SELECTION & RECRUITMENT PROCEDURES

CHOOSING EMPLOYEES

The Zone 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 employees (including volunteers) and contractors to follow, with adequate management and supervision to ensure they comply with these procedures.

The Zone, therefore has a written policy on the selection, supervision and management of employees, volunteers and contractors, such as visiting coaches.

PLANNING

JOB ANALYSIS

All positions at Sunshine Coast Football are subject to a job analysis before they are advertised. This analysis includes:

- summarising the duties to be performed in the job;
- deciding how much supervision it involves;
- deciding who the supervisor will be;
- the equipment/work aids used to perform the duties of the job;
- outlining the physical environment of the work;
- listing the physical skills or abilities needed to perform the work;
- determining the Zone's requirements in relation to the job, e.g. blue card application requirements, minimum educational level, first aid qualifications, bus or car licence;
- listing special skills or qualifications required for the job;
- indicating any special training that may be necessary after the employee enters the job.

DUTY STATEMENT

The job analysis is used by the Zone 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 Zone, including voluntary and contract positions.

The duty statement makes explicit the mandatory conditions for ongoing employment, including the Code of Conduct under which employees, volunteers and contractors 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.

ADVERTISING

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

- Highlight key responsibilities of the role
- Identify the aims of the Zone
- Reflect the Zone's positive stance on child protection and equal opportunities
- Advise how further information can be obtained

SELECTION PROCESS

On receipt of applications:

- Use application forms to collect information on each applicant;
- Ensure that more than one official looks at each application form

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 an employer is looking for.

Short-listing

- The interview panel should be identified and availability confirmed (preferably at least two);
- The number of candidates to be interviewed agreed to;
- Interview schedule to be organised with potential candidates;
- Ask for identification documents to confirm the identity of the applicant, (e.g. passport or driving licence)

Before the selection interview, the interview panel develops reasonable but probing questions that relate to:

- an applicants work 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.

INTERVIEWING

The interview will enable the Zone 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?

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 football, previously.

References should be followed up prior to any offer of appointment being made.

- undertakes a thorough verification from referees that the applicant has the right qualities for the position, including the ability to work effectively with children; and
- checks that the applicant has a blue card.

If the references raise any concerns, these need to be investigated further.

SCREENING

It is the policy of the Zone that all employees, volunteers and contractors are cleared to work with children where applicable (eg. not exempt due to limited contract).

who are required to hold a blue card, have a current card;

In some cases, deemed appropriate by the Zone, paid or unpaid employees who work with children but are not required to hold a blue card (e.g. a parent volunteer) may be asked to consent to a criminal history check through the Queensland Police Service;

where volunteer parents are working with children, it will always be in the presence of who are cleared to work with children.

APPOINTING EMPLOYEES AND VOLUNTEERS

The Zone must consider all the information it receives via the application form, confirmation of identity, the result 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

INDUCTION

The Sunshine Coast Football has a written induction process which applies to all employees, volunteers and contractors (hereafter called 'employees') during the first twelve months of appointment, and includes procedures for making employees aware of the Legislation on Child Protection, and the Code of Behaviour expected of employees.

The Induction process includes, but is not limited to:

- professional development about identifying and reporting harm or suspected harm;
- making employees aware of the protocols for the protection of children (see below) – having them sign up to the Zone's child protection policy and procedures, guidelines and codes of conduct;
- working through policies related to child protection such as:
 - behaviour management;
 - anti-bullying; and
 - equity policy.

It should be noted that it is a policy of the Zone that:

- employees are not alone with individual children in areas where they cannot be seen by other employees or children;
- all interviews with a child in relation to behaviour management issues are carried out in the presence of at least two employees;

- employees do not use their private vehicles to transport children without the permission of the chairman and parents of the child;
- employees do not invite children to their homes without the permission of the chairman and parents of the child.

Professional Development

All employees are required, on an annual basis, to sign a register that they have read and understand the Zone's Child Protection Policy.

In addition, the Zone provides Professional Development in relation to child protection on a regular basis and a register is kept of such activities.

Children's Commissioner

Blue Card checks are another tool in the recruitment procedure.

It can indicate that a person is not suitable to work with children, for example if they have a history of sexual offending. It may also tell the Zone that further investigations are required (for example if the person has a history of drug dealing).

The Children's Commission will only consider offences which are relevant to the care, supervision and training of children. The Commission is not allowed to tell the potential employers about the actual offending and so applicants can be assured of confidentiality. The Commission will however notify the Zone whether or not the person is considered suitable to work with children.

Applications for a Blue Card should be dealt with by the DSO. Further information about this process can be obtained from the CCYPCG website.

<http://www.ccypcg.qld.gov.au/>.

If an applicant claims to already have a Blue Card, an "Application to confirm a valid blue card" form will need to be completed and forwarded to the Commission.

For further information visit the website address detailed above.

WHISTLE-BLOWING PROCEDURE

PROCEDURE TO FOLLOW

1. Initially, a “Whistle-blower” is to discuss the matter with the Zone’s Designated Safety Officer.

The Designated Safety Officer is responsible for receiving and acting upon disclosures in accordance with the Policy. The DSO must deal with disclosures impartially and promptly forward all disclosures to the Zone President for assessment. The DSO must ensure that the identity of persons who make disclosures and the persons who are the subject of disclosures, are kept confidential and must support persons who make disclosures and protect them from victimization, harassment or any other form of reprisal.

2. The Zone President will impartially assess each disclosure to determine the appropriate action to be taken in relation to the disclosure. The Zone President is also responsible for carrying out any internal investigation arising out of a disclosure, reporting to the Zone Council or FQ CEO as appropriate on the findings of any investigation and recommended remedial action. The Zone President must also ensure that the identity of persons who make disclosures and the persons who are the subject of disclosures, are kept confidential and must support persons who make disclosures and protect them from victimization, harassment or any other form of reprisal.
3. Any employee being the subject of a disclosure has the right to be informed as to the substance of the allegations and must be given a reasonable opportunity to state their case before any final decision is taken on the matter. Where the allegations contained in a disclosure are clearly wrong or unsubstantiated, the person who is the subject of the disclosure is entitled to the support of the Zone Council.
4. If the “Whistle-blower” is not satisfied with the outcome, or feels they are unable to approach the DSO, they should inform, in writing, the Zone President or a member of the Zone Council. They will investigate and report back to the “Whistle-blower” on what action has been taken. A friend, colleague or representative may accompany the “Whistle-blower” to any meeting they have with the Zone Council.
5. If the “Whistle-blower” remains unsatisfied with the outcome or they have strong grounds for believing that Sunshine Coast Football Zone is unwilling or unable to take appropriate action, an alternative point of contact is the CEO of Football Queensland.

It should be noted that the “Whistle-blower” should only contact external bodies after the above procedure has been exhausted.

SPECIAL EVENT PROCEDURE

ACTIVITY PLANNING

We naturally assess the potential for risks when planning activities. However, to ensure the welfare of children and young people within the Zone's care it is important to always ask the following basic questions:

- What is the activity?
- What are the ages involved?
- Where is the activity going to take place?
- Are there any special needs within the group?
- Are there mixed groupings?
- What experience and qualifications do the organisers have?
- Do you require someone who has appropriate first aid training?

It's important to also consider your familiarity with the venue and the level of responsibility to have for the activity e.g. at your home ground (which may or may not have access to telephone, toilet and changing facilities, first aid provision, secure perimeters) or an unknown ground that your team has to travel to. Local sports centres or community playing fields will have guidelines on use and types of facilities, which you may or may not have access to. Also be mindful of social activities at a non-football venue, which may or may not be known to you.

EXTERNAL EVENTS

There may be occasions when Zone Members attend an event held by another organisation or individual. In these situations, employees should be aware that they may lose a certain amount of control over the event or activity. As such, it is worth ensuring that attendance at such an event will not compromise the Zone's commitment to providing a friendly environment for children and young people.

To evaluate the risk, questions to ask could include:

- Is there enough information about the event to decide whether it will contribute positively to the wellbeing and development of the children in the Zone's care?
- Will there be enough information provided to parents or carers so they can make an informed decision about whether they want their children to attend?
- Have the children been asked if they want to attend?
- Will attending such an event create risks for the children and young people in the Zone?
- If the event could pose risks, they need to be evaluated and procedures developed to minimise those risks.
- Is it known if the event organisers are committed to an environment which is friendly for children and young people?
- Have they developed policies and procedures supporting such an environment?

Examples could include:

- whether the location is secure;
- whether there is a 'no pass outs' policy, or
- whether there are policies or procedures in place around the availability of alcohol or illegal substances.

If the event organisers have not shown a commitment to creating a child and youth friendly environment, is attending the event still a proposition? Special events provide additional opportunities to children. It is up to the Zone to ensure that the experience is positive and fits with the Zone's child friendly approach to providing activities.

RISK MANAGEMENT ASSESSMENT

The principles for assessing potential risks remain the same whatever the activity. An employee should consult with others and use their own experience and the table below to calculate the level of risk.

1. Evaluate the **likelihood** of a risk occurring, according to the ratings in the left-hand column.
2. Evaluate the **consequences** if the incident occurred, according to the ratings in the top row.
3. Calculate the **level of risk** by finding the intersection between the likelihood and the consequences.

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	high	high	extreme	extreme	extreme
Likely	moderate	high	high	extreme	extreme
Possible	low	moderate	high	extreme	extreme
Unlikely	low	low	moderate	high	extreme
Rare	low	low	moderate	high	high

(Adapted from Australian/New Zealand Standard for Risk Management AS/NZS 4360:2004)

See Forms 10 - Risk Management Assessment Form & Form 11- Risk Register & Treatment Plan.

Following the risk assessment, decisions need to be made in relation to the event -

- Decide not to participate or proceed with the event;
- Continue but with modifications the event to reduce the risks;
- Increase adult-child ratio to ensure appropriate level of supervision;
- All contingencies are covered, proceed with original plan.

Adult-to-Child Ratios

A larger ratio of adults-to-children may go some way to reducing the likelihood of an unwanted consequence occurring. Increased supervision may avoid more serious consequences. The senior employee needs to consider these and decide what ratio of adults-to-children is appropriate.

If the group is aged over eight years there should always be two adults and a minimum of one adult to ten children. More adults are required when working with younger age groups.

Remember that an adult is anyone over the age of 18. You may have volunteers or even FFA Qualified Coaches who are not yet 18. They cannot be considered an adult, legally, therefore this affects the ratio of adults to children/young people. However, you can ask parents to come along in such circumstances. It is also important to consider the experience of the adults involved. Clearly it is best practice to have FFA Qualified Coaches for training/playing events, however it is possible that there may be a mixture of qualified and unqualified coaches at other events.

APPENDIX

APPENDIX 1 - Child Protection By-Law

1. Any act, statement, conduct or other matter which harms a child or children, or poses or may pose a risk of harm to a child or children shall constitute behaviour which is improper and brings the game into disrepute.

2.
 - a. In these By-Laws the expression "Offence" shall mean any one or more of the offences contained in the Qld Criminal Code and any other criminal offence which reasonably causes The Association to believe that the person accused of the offence poses or may pose a risk of harm to a child or children.
 - b. All persons in such positions that The Association deems relevant whose normal duties include caring for, training supervising or being in sole charge of children are required to obtain a Blue Card via The Children's Commission.

3. Upon receipt by The Association of:
 - a. Notification that an individual has been charged with an Offence; or
 - b. Notification that an individual is the subject of an investigation by the Police, Depart of Child Safety or any other authority relating to an Offence; or
 - c. Any other information which causes The Association reasonably to believe that a person poses or may pose a risk of harm to a child or children then The Association shall have the power to order that the individual be suspended from all or any specific football activity for such period and on such terms and conditions as it thinks fit.

4. In reaching its determination as to whether an order under Regulation 3 should be made The Association shall give consideration, inter alia, to the following factors:-
 - a. Whether a child is or children are or may be at risk of harm;
 - b. Whether the matters are of a serious nature;
 - c. Whether an order is necessary or desirable to allow the conduct of any investigation by The Association or any other authority or body to proceed unimpeded having regard to the need for any action to be proportionate.

5. The period of an order referred to in 3 above shall not be capable of lasting beyond the date upon which any charge under the Rules of The Association or any Offence is decided or brought to an end.

6. Where an order is imposed on an individual under Regulation 3, The Association shall bring and conclude any proceedings under the Rules of The Association against the person relating to the matters as soon as reasonably practicable.

7. Where a person is convicted, or is made the subject of a caution in respect of an Offence, that shall constitute a breach of the Rules of The Association and The Association shall have the power to order the suspension of the person from all or any specific football activity for such period (including indefinitely) and on such terms and conditions as it thinks fit.
8. For the purposes of these Regulations, The Association shall act through its Council or any committee or sub-committee thereof, including the Board.
9. Notification in writing of an order referred to above shall be given to the person concerned and/or any club with which he/she is associated as soon as reasonably practicable.
10. The applicable standard of proof shall be the civil standard, of the balance of probability. The more serious the allegation taking into account the nature of the misconduct alleged and the context of the case the greater the burden of evidence required to find the matter proved. Save that for changes pursuant to The SCFZ's Child Protection Policy, where the welfare and protection of children shall be paramount and the test shall be whether more likely than not.

For further details of The Zone's Regulations, see The SCFZ's Handbook.

APPENDIX 2 - Risk Management Checklist

Element	N	D	I	Na	Evidence	Review date
<p>COMMITMENT TO A CHILD-SAFE CULTURE Child protection policy: statement of commitment to children's wellbeing and protecting them from harm Code of Conduct: standards of language and behaviour for working with children Responsibilities, procedures and consequences for non-compliance with child protection policy.</p>						
<p>BUILDING PEOPLE'S CAPABILITIES Information, training and development for employees, volunteers, parents, children re: Child abuse and child protection Role-specific child protection duties, e.g. people working with children, supervisor/manager, contact person for Child Protection/Risk Mgt. Risk management processes and requirements Handling complaints and disclosures of harm Involving and empowering children and young people Rights and expectations of parents and children.</p>						
<p>CONSISTENT PROCEDURES AND DOCUMENTS Risk management for child protection explicit in guidelines for: Selecting, supervising and managing employees and volunteers (incl. blue card status) Planning for activities and special events Forms and registers: Risk management register (risks identified, assessed, treated and reviewed) Register of employees/volunteer Blue Card status Permissions/approvals Incident register Register of complaints and disclosures of harm. Financial commitment to child protection strategies.</p>						

CODE: N – Not done D – Developing I – Implementing N/A – Not applicable

SIGNED/DATE:

**APPENDIX 3 - SCFZ Representative Player Code of Participation, Medical
Information & Photo Permission Form**

Please refer to copy available on website and in Zone Office

APPENDIX 4 - Representative Coaches/Assistant Coaches
Letter Of Appointment



1. SCF Zone Council is responsible for all policies in relation to the representative teams and sets the parameters within which the coaches and assistant coaches operate. All coaches are required to adhere to the policies laid down by SCF and are answerable to the Zone Council in all matters.
2. Sunshine Coast Football has adopted the Australian Sports Commission – Junior Sport Policy Codes

C O A C H

- Remember that young people participate for pleasure and winning is only part of the fun.
- Never ridicule or yell at a young player for making a mistake or not coming first.
- Be reasonable in your demands on players' time, energy and enthusiasm.
- Operate within the rules and spirit of your sport and teach your players to do the same.
- Ensure that the time players spend with you is a positive experience. All young players are deserving of equal attention and opportunities.
- Avoid overplaying the talented players; the just average need and deserves equal time.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage your players to do the same.
- Show concern and caution toward sick and injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition.
- Obtain appropriate qualifications and keep them up to date with the latest coaching practices and the principles of growth and development of young people.
- Any physical contact with a young person should be appropriate to the situation and necessary for the player's skill development.
- **Respect the rights, dignity and worth of every young person regardless of gender, ability, cultural background and religion.**

3. Representative training is a compulsory activity and all consideration will be given to summer sports. Players are required to contact their Coach and/or Manager when they are unavailable for training. If no contact is made and/or a player is constantly absent from training, or does not complete full training sessions on a regular basis they risk being cut from the squad.
4. The selection of each representative team shall be in the hands of the appointed coach and assistant coach with the assistance of an independent third party directed by the RDO
 - i. A squad of twenty is to be named and submitted to the Sunshine Coast Football Office at the conclusion of the representative trials in November.
 - ii. Players signing for Club Football with Zone's outside Sunshine Coast Football are not eligible for representative selection. Players must play their club football with Sunshine Coast Football to be eligible for representative selection with SCF.
 - iii. Final team selection of sixteen (16) players plus four (4) shadow players is to be named and submitted to Sunshine Coast Football at a time to be determined to comply with carnival/championship rules. Named shadow players will only be used in case of injury or sickness of the named team players and may be invited to continue to train with the squad.
 - iv. No additional players may be invited into the team after the selection of the squad of twenty.

5. Coaches are required to travel with the team to all away games and must board the transport at the designated departure point and disembark there on the return trip.
6. Prior approval must be given to changes of times and days for training.
7. Exemplary behaviour of all officials and players is expected at all times. SCF will suspend or dismiss any official or player for behaviour that is deemed detrimental to Sunshine Coast Football.
8. Mobile phones are to be used at your discretion. Advise your team prior to the event whether phones will be permitted or not. If they are permitted we suggest for a small period of time each morning and/or evening.
9. Any complaints regarding any aspect of your team should be made to the Regional Development Officer who will act on the complaint or refer it to the respective authority if necessary.
10. **A Coach of any SCF team must not use his/her position to influence players into changing their local club team.**
11. At the end of the representative season, coaches are required to provide a written report on all aspects of the season and tournament.
12. Coaches are required to wear the official clothing of Sunshine Coast Football during all official commitments.
13. Coaches are responsible to SCF, via the Regional Development Officer, to carry out the above instructions. SCF reserves the right to dismiss a coach not observing the rules.
14. The Regional Development Officer will co-ordinate meetings of all representative team coaches as required to facilitate the smooth operation of the Sunshine Coast Football Representative programme.

✂

Acceptance of Letter of Appointment & Code of Conduct

(Please return this section to SCF office)

I, _____, accept the position of Coach / Assistant Coach
(print full name)

of the _____ representative team and agree to abide by the instructions and responsibilities as herein described. I also understand that I will be required to attend all training sessions, Challenge Days and attend the State Championships/State Cup Series week away. I am aware that this may coincide with responsibilities I may have with my own Club and understand that for this week, my commitment must remain with my Representative Squad.

I have read the SCFZ's Child Protection Strategy and agree to abide by the Policies, Procedures and Code of Conduct contained therein.

SIGNED _____ **DATE** ____/____/____



APPENDIX 5 – Parent/Guardian Protocol

The following rules and guidelines apply: As a result of your child's acceptance in the representative program, parents/guardians agree to abide by the following and sign and return confirmation:

Selection

- ❖ Players who have been representative players in SCF teams are not automatically selected in the following years. These positions are earned on merit. Selection in a team is based on attitude, behaviour, training attendance and general attitude to the coaching personnel and fellow team mates as well as performance.
- ❖ Parents are asked to direct questions for the Coaches through the Team Manager in the first instance. If further clarification is required you may contact the Regional Development Officer at the SCF Office.
- ❖ All players involved in selection trials will be given the same opportunity to be viewed by each person involved in the selection process. Players will be selected and identified into squads by the Coach and Assistant Coach of each age group, in conjunction with a third independently appointed person. This person will come from a pool of experienced Coaches.
- ❖ Players are to attend all trial sessions and matches unless prior permission is given by the Regional Development Officer. If prior permission is not obtained then players may be excluded from the representative program.
- ❖ State Players will not be required to attend initial trials but will participate from week six.
- ❖ Representative training is a compulsory activity. Players are required to contact their Coach and/or Manager when they are unavailable for training. If no contact is made and /or a player is constantly absent from training, or does not complete full training sessions on a regular basis, they risk being cut from the squad.
- ❖ Codes of conduct **must** be signed and returned prior to commencement of training in 2007 by both parents/guardians and players.

In accordance with the State Junior Standing Committee and Sunshine Coast policy, teams travelling and playing in **State Championships/State Cup Series/Harry Linning/State Titles/Ketter Cup** are considered to be in camp and therefore are under the control and care of the appointed Coaches and Managers.

At the event

- ❖ The accommodation is for the use of players and officials only. No parents/guardians shall be permitted into the accommodation unless authorised by the SCF Zone Council or relevant team official if the matter is urgent. An example of this exception may be player illness or injury or behaviour problems. No parents/guardians will be permitted to stay in the team accommodation unless they are an official member of the team.
- ❖ At no time will a player be allowed to leave the team for personal activities with family or friends, unless prior arrangements with written authority have been granted by SCF Board and/or Coach and Manager.
- ❖ Coaches and Team Managers are entitled to control mobile phone usage. Appropriate phone usage will be granted.
- ❖ There may be several excursions the team may attend. Coaches and Managers see these as team building and bonding exercises and therefore they will only involve the teams and the team officials. There may be some relaxation of the rules regarding parent/guardian involvement at events. This is at the complete discretion of the team officials.

- ❖ Coaches require preparation and de-briefing sessions before and after games. We ask that parents be discrete during these periods when wishing to consult with team officials and their children. It is possible that the Coaching staff may wish to take the players directly back to the accommodation without parental interaction.
- ❖ Parents/guardians are required to conduct themselves in a reasonable manner during games. We encourage team support, but we discourage coaching from the sidelines or input into player performances as this may have a serious effect on team morale and the player's performance.
- ❖ The Coaches decision is final in matters relating to team tactics, selections and game preparation. If you have an issue to discuss with your Coach place a request through the Team Manager and an appropriate time will be arranged.
- ❖ Players are encouraged to return from the event with the team. Parents/Guardians may apply in return for the player to return from the event with them. No player will be permitted to leave without a written receipt.

The SCFZ has in place a Child Protection Strategy. The Parent Code of Conduct are contained therein and copies are provided separately. Sunshine Coast Football has also adopted the Australian Sports Commission – Junior Sport Policy Codes

Parent/Guardian

- Remember that children participate in sport for **their** enjoyment, **not** yours.
- Encourage children to participate, do not force them.
- Focus on the child's efforts and performance rather than winning or losing.
- Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
- Support all efforts to remove verbal and physical abuse from sporting activities.
- Respect officials' decisions and teach children to do likewise.
- Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.

As a result of your child's acceptance into the 2007 representative program, parents/guardians are required to sign off on the above Code of Conduct to indicate their agreement.

✂

If you believe that you are able to accept these conditions please sign and return your acceptance to Sunshine Coast Football Office, 462 Maroochydore Rd, Kuluin QLD 4558 Please return the acceptance only and keep the terms for your reference.

I accept the terms of the Parent/Guardian Protocol and Code of Conduct

Parent's Name: _____

Signature: _____

Date: _____

Player's Name _____

Team _____

APPENDIX 6 - Zone Safe While Away Cards

Note: To be issued to Child participants (usually Representative Players). Each player is to be given one to retain in their possession. The reverse side to include alternate team official contact details if relevant.

SAFE WHILE AWAY CARD	
Name:	
Zone:	
Contact:	
Phone:	
Accommodation:	
Medical Conditions:	

SAFE WHILE AWAY CARD	
Name:	
Zone:	
Contact:	
Phone:	
Accommodation:	
Medical Conditions:	

APPENDIX 7 - Representative Coach Contact Details

2007



Full Name

Address

Suburb/Town Post Code

Date of Birth

Phone (H) (W)

(M)

Fax

E-mail Address

Current Coaching Qualification

BLUE CARD DETAILS

Blue Card Number

Expiry Date

Signed:

Dated:

Please also provide a copy of your Suitability Card (Blue Card) as soon as possible.

462 Maroochydore Road KULUIN QLD 4558
Ph: 5456 2727 Fax: 5445 5391
Email: lisa@sunshinecoastfootball.com.au

APPENDIX 8 - Good Coaching Practices to Reduce Risk - Checklist

Program	Yes	No
Planning		
Do you supervise participants at all times?		
Do you modify activities when mismatches in ability cannot be corrected easily?		
Do you modify the activity and/or the equipment to cater for individual needs, especially with juniors and participants with a disability?		
Do you plan for when a new participant joins your activity at any time?		
Do you plan for when a participant returns from injury or illness?		
Do you plan for progressing to the next drill or teaching a new skill?		
Do you keep written records of your planning for statute periods?		
Do your plans fit in with the philosophy of the club?		
Do you protect your organisation's intellectual property?		
Do you coach in a community where you need to consider cultural differences?		
Do you communicate your plans and advise of risks effectively: <ul style="list-style-type: none"> • with participants? • with their parents/guardians? • with your peers, employer or others? 		
Instruction		
Does your session include achievable progressions?		
Does your session include techniques, tactics and rules in accordance with expected methods in your sport and the development level of the participants?		
Do you deviate from your plans?		
Do you provide instruction regarding the safety of the activity?		
Do you explain the risks?		
Do you explain the risks simply, in more than one way, and confirm that the risks are understood by the participants and others?		
Do you keep up to date with current coaching techniques?		
Do you coach so that your supervisor/mentor can see and hear your instructions to the participants?		
Matching participants		
Do you consider participants' ages?		
Do you consider participants' sizes?		
Do you consider participants' physical and psychological abilities?		
Do you consider participants' technical abilities?		
Do you consider participants' wellness?		
Do you consider participants' individual differences?		
Are you especially prudent with matching young participants?		
Participants/Other Personnel		
Injury and illness		
Do you know how to determine whether an illness or injury to a participant is sufficient to stop their participation?		
Do you ensure that an injured participant is ready to return to play following an injury or illness?		
Do you know what infectious diseases you need to consider, especially for contact sports?		
Medical information		
Do you include emergency contact details in this information?		
Do you ask for medical conditions to be advised?		
Do you record when injuries occur?		

<i>Child protection</i>		
Do you communicate appropriately with participants?		
Do you ensure that any physical contact is in the open and appropriate?		
Do you transport participants appropriately?		
Do you follow legislative procedures for working with participants and managing alleged abuse?		
Environment		
<i>Safe environment</i>		
Do you note and remedy hazardous conditions through regular inspections of the environment?		
Do you monitor the environment for change and advise participants if it becomes hazardous?		
Do you take responsibility for peripheral areas to the training environment (warm-up, training, change rooms, equipment stores, car park, etc.)?		
Do you foresee potentially dangerous situations and are you ready to help prevent them from occurring?		
Do you ensure that climate conditions do not adversely affect the health of participants (heat, cold, wind, etc.)?		
<i>Communicating information about risks</i>		
Do you ensure that risks are sign posted?		
Do you give precise rules for using the facility, personnel equipment, etc?		
Do you enforce the rules?		
Do you coach in a community that accepts the decisions made by coaches?		
<i>Equipment</i>		
Do you inspect equipment regularly?		
Do you remove broken or worn equipment?		
Do you advise management when broken or worn equipment needs repair?		
Do you provide equipment appropriate for the age and ability level of participants?		
Do you explain how to use the equipment?		
Do you teach participants how to fit, use and inspect their personal equipment?		
Do you only allow qualified personnel to fit, install, adjust and repair equipment?		
Do you store equipment appropriately?		
Do you ensure safety equipment is worn?		
Do you ensure the equipment is hygienically cleaned (if required in your sport)?		

FORM 1 – Member Protection Declaration

As a requirement of FFA's Member Protection Policy, a Member must enquire into the background of those applying for, undertaking or remaining in any work (paid or voluntary) that involves direct and unsupervised contact with persons under the age of 18 years.

I,(name)
of(address)
born/...../..... sincerely declare:

- 1.1 I do not have any criminal charge pending before the courts.
- 1.2 I do not have any criminal convictions or findings of guilt for offences involving sexual activity, acts of indecency, child abuse or child pornography, the use of narcotics or other offences relevant to persons under 18 years.
- 1.3 I consent to FFA or its relevant Member conducting a police clearance check or any other probity check.
- 1.4 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, acts of violence, intimidation or other forms of harassment.
- 1.5 I have never been sanctioned for an anti-doping rule violation under any Anti-Doping Policy applicable to me nor have I participated in, facilitated or encouraged any practice prohibited by the World Anti-Doping Agency Code or FFA's Anti-Doping Policy.
- 1.6 To my knowledge there is no matter that FFA or its State Federations may consider constituting a risk to children by engaging me.
- 1.7 I agree to comply with FFA's Rules and Regulations, including the Member Protection Policy and Code of Conduct (copies of which are available on www.footbballaustralia.com.au).
- 1.8 I will notify the CEO of the organisation engaging me immediately on becoming aware that any of the matters set out above have changed for whatever reason.

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

Parent/Guardian Consent (in respect of person under the age of 18 years)

I have read and understood the Declaration provided by my child. I confirm and warrant that the contents of the Declaration provided by my child are true and correct in every particular.

Name:.....

Signature:.....

Date:

Facts as stated by complainant	
Feelings as expressed by complainant	
Desired outcome or resolution	
Information provided to complainant	
Complainant's next steps	

FORM 3 – Record of Formal Complaint

<p>COMPLAINANT'S DETAILS</p>	<p>Name: Contact details: Date of birth:</p>
<p>Role in Football</p>	<p> <input type="checkbox"/> Administrator <input type="checkbox"/> Player <input type="checkbox"/> Club Official <input type="checkbox"/> Spectator <input type="checkbox"/> Match Official <input type="checkbox"/> Team Official <input type="checkbox"/> Parent <input type="checkbox"/> Other </p>
<p>RESPONDENT'S NAME</p>	
<p>Role in Football</p>	<p> <input type="checkbox"/> Administrator <input type="checkbox"/> Player <input type="checkbox"/> Club Official <input type="checkbox"/> Spectator <input type="checkbox"/> Match Official <input type="checkbox"/> Team Official <input type="checkbox"/> Parent <input type="checkbox"/> Other </p>
<p>NATURE OF COMPLAINT Can tick more than one box</p>	<p> <input type="checkbox"/> Harassment <input type="checkbox"/> Discrimination <input type="checkbox"/> Child Abuse <input type="checkbox"/> Intimate relations <input type="checkbox"/> Victimisation <input type="checkbox"/> Bullying <input type="checkbox"/> Gender <input type="checkbox"/> Disability <input type="checkbox"/> Religion <input type="checkbox"/> Physical abuse <input type="checkbox"/> Race or ethnic origin <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Sexuality <input type="checkbox"/> Other </p>
<p>Location/event of alleged complaint</p>	

Description of alleged complaint	
Methods of attempted informal resolution	
Desired outcome or resolution	

I warrant that the information contained in this Form is true and correct

.....
Signature of complainant

.....
Date

Page 2 – Form # 3 “Record of Formal Complaint”

FORM 4 – Record of Child Abuse Allegation

Complainant's Name (if other than the child)		Date: / /
Role in Football		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (eg observation, injury, disclosure)		
Respondent's Name (name of person complained about)		
Role in Football	<input type="checkbox"/> Administrator <input type="checkbox"/> Player <input type="checkbox"/> Club Official <input type="checkbox"/> Spectator <input type="checkbox"/> Match Official <input type="checkbox"/> Team Official <input type="checkbox"/> Parent <input type="checkbox"/> Other	
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action taken (to ensure child's safety and/or to support needs of respondent)		
Police contacted	Who: When: Advice provided:	

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: Date:
Signed by complainant (if not a child)	Signature: Date:

Page 2 – Form # 4 “Record of Child Abuse Allegation”

FORM 5 – Additional Information Regarding Other Alleged Victims or Young Persons Involved

Case Name:

Completed by: Date:

Name of Alleged Victim/Young person Concerned:
(If more than one, use Additional Information Form)

Age: Date of Birth:
(At time of incident)

Role/Position: Any Disabilities:

Gender: Male Female Ethnic Background:.....
(if known)

Contact: Telephone No:
(Name and address of parent/carer)

Association Club:
(Name and address)

Name of person who originated concern and contact details:
(if applicable/known)

Relationship to alleged victim: Relationship to accused:

Name of Alleged Victim/Young person Concerned:
(If more than one, use Additional Information Form)

Age: Date of Birth:
(At time of incident)

Role/Position: Any Disabilities:

Gender: Male Female Ethnic Background:.....
(if known)

Contact: Telephone No:
(Name and address of parent/carer)

Association Club:
(Name and address)

Name of person who originated concern and contact details:
(if applicable/known)

Relationship to alleged victim: Relationship to accused:

Attachments included: Yes No

FORM 6 - Incident Assessment Report - For DSO

Case Name:

Initial Action Recommended or Taken:

.....

.....

.....

.....

Timeframes Agreed/Proposed:

Additional Comments:

.....

.....

Action Taken:

.....

.....

.....

.....

.....

Prime Concern:

	Sexual	Physical	Emotional	Neglect	Bullying
Actual:	<input type="checkbox"/>				
Potential:	<input type="checkbox"/>				

Signed: Date:

Print Name:

FORM 7 - Quarterly Summary - For DSO

..... Quarterly DSO Report

Number of Incidents:

CONCERN:	Sexual	Physical	Emotional	Neglect	Bullying
Actual	<input type="checkbox"/>				
Potential	<input type="checkbox"/>				

Outcomes:

Internal Investigations: (total)

No case to answer:

Deficient Conduct:

Abuse Identified:

Referrals: (total)

QPS (total).....

No case to answer:

Abuse Identified:

Child Safety (total).....

No case to answer:

Abuse Identified:

Actions Taken:

.....

.....

.....

Outstanding Matters:

.....

Additional Comments:

.....

Signed: **Date:**

Print Name:

FORM 8 - Annual DSO Report - For DSO

..... **ANNUAL DSO REPORT**

Number of Incidents:

CONCERN:	Sexual	Physical	Emotional	Neglect	Bullying
Actual	<input type="checkbox"/>				
Potential	<input type="checkbox"/>				

Outcomes:

Internal Investigations: (total)

No case to answer:

Deficient Conduct:

Abuse Identified:

Referrals: (total)

QPS (total).....

No case to answer:

Abuse Identified:

Child Safety (total).....

No case to answer:

Abuse Identified:

Actions Taken:

.....

.....

.....

Outstanding Matters:

.....

Additional Comments:

.....

Signed: **Date:**

Print Name:

Attach Risk Management Checklist.

FORM 10 - Risk Management Assessment Form

Step 1: Establish the context What are the organisation's objectives? Consider criteria to achieve objectives: membership, success, safety, financial viability, compliance, image, reputation. What are the strengths and needs of children and young people in your care? Who are your stakeholders? What activities make up your work?

Step 2: Identify the risks Consult with stakeholders to identify risks. Brainstorm: What can happen? How can it happen?

Environmental	Human	Equipment

Step 3: Analyse the risks For risks identified, assess the level of risk based on the likelihood they will occur and consequences for children, young people and the organisation.

Activity	Description of risks Source of risk, likely effect of the problem	Existing control	Likelihood of risk occurring Almost certain, likely, possible, unlikely, rare	Consequences Catastrophic, major, moderate, minor, insignificant	Level of Risk Extreme, High, Moderate, Low

Step 4: Evaluate the risks Prioritise risks to minimise impact, to focus efforts in treating identified risks and to guide action planning and allocation of resources.

Step 5: Treat the risks Consider options for reducing the likelihood and/or consequences of each risk, eg. stop the activity, eliminate the risk, minimise harm or transfer liability. Choose the best option, plan action, communicate and review.

FORM 11 - Risk Register and Treatment Plan

Additional Controls for Future Implementation									
Current Controls									
Level of risk									
Consequence									
Likelihood									
Causes									
Risks									