

# UWANFC Member Protection Policy and Procedure

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## Introduction

UWANFC is committed to promoting responsible and respectful behaviour to ensure people feel safe when interacting with people involved in football in the Club. This Member Protection Policy and Procedures are based on key principles including:

- Everyone's participation at UWANFC is safe, fair and inclusive
- Everyone's participation at UWANFC is a quality experience that promotes being actively engaged in the Club for life.

Key informing documents pertaining to this Procedure include:

- The UWANFC Constitution - found [here](#).
- UWANFC Code of Conduct - found [here](#).
- Privacy Act 1988 – found [here](#).
- UWANFC Privacy Policy – found [here](#).
- Football Australia Member Protection Framework – found [here](#).
- Football Australia Member Protection Framework: Safeguarding Policy – found [here](#).
- Play by the Rules – making sport inclusive, safe and fair – found [here](#).
- Football West Member Protection Policy Template – found [here](#).

This document is for all members and volunteers involved in the UWANFC (the Club). It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment and abuse. Our policy informs everyone involved in our Club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are expected of them. It also covers the care and protection of children participating in our Club's activities.

This is a living document that upholds the values and aspirational goals of the Club. From time to time this document will be updated to reflect best practice and legislative changes to ensure UWANFC is always current to its members. We welcome your contribution and feedback as a continuously learning organisation.

## Extent of Our Policy

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

## Club Responsibilities

UWANFC will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and the consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of this policy in an appropriate manner;
- recognise and enforce any penalty imposed under this policy;

- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to Football West.

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

## **Individual Responsibilities**

Everyone associated with our club must:

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

# 1. UWANFC Discrimination, Harassment and Bullying Policy

This policy aims to support a safe, inclusive and enjoyable environment where all people are treated with dignity, respect and courtesy free from discrimination. All members, employees, volunteers, supporters and families of participants are expected to show respect and courtesy in their interaction with others.

The Club values the diversity of all involved in its activities.

We recognise that those involved in our Club cannot enjoy themselves or perform to their best if they are being discriminated against, directly or indirectly. We are acutely aware that discrimination affects the health, safety and wellbeing of people.

## 1.1. Discrimination, Harassment and Bullying

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

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

## 1.2 Discrimination

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by State or Federal anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

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

For the purpose of determining discrimination, the offender's awareness and motive are irrelevant.

## 1.3 Harassment

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

The offensive behaviour does not have to take place a number of times, a single incident can constitute harassment.

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

Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws.

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

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;

- national extraction or social origin;
- marital status, relationship status, identity of spouse or domestic partner;
- pregnancy, potential pregnancy, breastfeeding;
- family or carer responsibilities, status as a parent or carer;
- age;
- religion, religious beliefs or activities;
- political beliefs or activities;
- lawful sexual activity;
- sexual orientation and gender identity;
- profession, trade, occupation or calling;
- irrelevant criminal record, spent convictions;
- irrelevant medical record;
- member of association or organisation of employees or employers, industrial activity, trade union activity;
- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.

Legislation also prohibits:

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

#### **1.4 Bullying**

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

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

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

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

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

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

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. (Refer to Item 3, page 9 of this policy.)

#### **1.5 Inclusive practices**

Our Club is welcoming and we will seek to include members from all areas of our community.

#### **1.5.1 People with a disability**

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

#### **1.5.2 People from diverse cultures**

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

#### **1.5.3 Sexual & Gender Identity**

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

#### **1.5.4 Pregnancy**

UWANFC is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our Club's activities. We will not tolerate any discrimination or harassment against pregnant women.

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport and ensure that they make informed decisions about their participation in our sport. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with the Club. We will only require pregnant women to sign a disclaimer in relation to their participation in our sport whilst they are pregnant if all other participants are required to sign one in similar circumstances.

#### **1.5.5 Girls playing in boys teams**

UWANFC will support girls playing in boys teams if and where appropriate.

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

If a girl wants to play in a boys team through all Junior divisions, the Club will consider each request on an individual basis by considering the nature of our sport and other available opportunities to compete.

## 2. UWANFC Protection of Children

### 2.1 Child Protection

UWANFC is committed to the safety and wellbeing of children and young people who participate in our Clubs activities or use our services. We support the rights of the child and will strive to maintain a child safe environment. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants.

#### 2.1.1: Codes of Conduct for Adults and Children

UWANFC has a code of conduct that specifies standards of conduct and care we expect of adults when they deal and interact with children, particularly those in our care. We will also implement a code of conduct to promote appropriate behaviour between children.

The codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour.

#### 2.1.2: Choosing Suitable Employees and Volunteers

The Club will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children.

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

#### 2.1.3: Empower and Promote the Participation of Children In Decision-Making And Service Development

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

#### 2.1.4: Report and Respond Appropriately to Suspected Abuse and Neglect

The Club will ensure that employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable ground that a child has been, or is being, abused or neglected.

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

Please refer to our complaints procedure in Item 3, page 9 of this policy.

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

### 2.2 Supervision

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

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

### **2.3 Transportation**

Parents and or guardians are responsible for organising the transportation of their children to and from Club activities (e.g. training and games).

### **2.4 Taking Images of Children**

Images of children can be used inappropriately or illegally.

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

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

We will only use images of children that are relevant to our Club's activities in a manner that promotes our Club. We seek permission from a child's parent or guardian before using their images via the annual registration process.



## 3. UWANFC Complaints Policy and Procedures

### Introduction

UWANFC is committed to promoting responsible and respectful behaviour to ensure people feel safe when interacting with people involved in football in the Club. The Club officials, (Management Committee), are authorised under the Constitution to handle all complaints and appeals.

As directed by the Constitution (10.2), all complaints to be made in writing to the Secretary who will administrate this policy and procedure. The Secretary will bring complaints to the attention of the Management Committee. The Management Committee will 'stand-up' a Sub-Committee to review the complaint and provide recommendations to the Management Committee to resolve the complaint.

The privacy and confidentiality of this process is important and UWANFC respects the Privacy Act provisions in this regard.

The UWANFC Secretary can be contacted by Email: [secretary@uwanfc.com.au](mailto:secretary@uwanfc.com.au).

### 3.1 Complaints Policy

UWANFC seeks to maintain and enhance our reputation of providing our members and wider football community a high quality safe, inclusive and fair experience. A formal complaints procedure affords the opportunity to uphold our standards, values and improve our service to our members and community.

UWANFC is committed to being responsive to the needs and concerns of our members and to resolve complaints as quickly as possible.

This policy has been designed to provide guidance in which how UWANFC receives and manages concerns and complaints. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to:

- Support people to resolve minor issues informally.
- Give clear guidance and awareness of making, dealing with and resolving complaint.
- Commit to complainants that a complaint will be investigated impartially, under a consistent process with a balanced view of information and evidence.
- Take steps to actively protect your personal information.

### 3.2 Complaints Procedure

What can I expect?

- The Sub-Committee will listen to your complaint;
- The Sub-Committee will inform you whether your complaint is something that can be dealt with through this process, and if not, the alternative options for pursuing your complaint;
- The Sub-Committee will ensure that you have all of the information that is necessary for your complaint to be managed / resolved;
- The Sub-Committee will record information about you and your complaint in order for it to be managed / resolved and in order for UWANFC to monitor the complaints being made and how they are being resolved. Personal information will be held and dealt with in accordance with the Privacy Act 1988.
- All details will be kept confidential except in exceptional situations where disclosure is necessary to prevent or lessen a serious risk to the life or health of any person, as provided for in the Privacy Act 1988.
- The Sub-Committee may recommend for your complaint to be referred to Football West.
- Football West may need to investigate the complaint, and may need to contact you to obtain more information.
- The UWANFC Code of Conduct, and the UWANFC Constitution provides a range of offences and the potential sanctions from a caution or warning, to bans on attending matches, to suspensions from

involvement in playing, refereeing, coaching, or administering football, and other sanctions as appropriate.

- Employment complaints will be dealt with in accordance with the relevant employment legislation and agreements.
- You will be advised on the result of the hearing by the Sub-Committee.

What can I complain about?

- Health and safety risks
- Unethical, dishonest or illegal behaviour
- Conflicts of interest
- Off-field unsporting behaviour
- Disrespectful behaviour
- Harassment (sexual or otherwise)
- Bullying
- Misconduct
- Health and Safety risks
- Unlawful discrimination
- Offensive/insulting language or behaviour.

Note: This complaint process does not apply to:

- Any on-field conduct during a match (this is managed by the match official and/or Football West).
- Selection decisions.
- Poor spectator behaviour by members of the public who are not connected to UWANFC.

### 3.3 Making a Complaint

UWANFC supports everyone to participate in a safe environment, develop friendships and have fun. No person should be subjected to discrimination, harassment or abuse. If you believe this behaviour is occurring, you have every right to make a complaint.

This policy and procedure is open to anyone involved in UWANFC to make a complaint. This procedure allows you to progress:

- **Trying** to sort the matter out yourself;
- **Informal** discussions with the other party;
- **mediation**;
- **lodging** a formal written complaint;
- **appealing** to Football West if you believe the outcome was; biased, you have been denied natural justice or the process didn't follow Football Australia's procedures;
- **referring** or lodging a complaint with an external authority (e.g. police, child protection or anti-discrimination agency).

You have a choice in how you would like your complaint dealt with. In some cases, UWANFC may have a duty of care and be required to act, irrespective of how you would like the complaint handled (e.g. if a child is believed at risk of harm).

If you need advice regarding the options available to you it may be worth speaking with the Administrator, Secretary or President.

### 3.4 Where to complain

You can direct complaints to the UWANFC Secretary, [secretary@uwanfc.com.au](mailto:secretary@uwanfc.com.au).

If the issue is serious (e.g. sexual harassment or physical assault) you can either lodge a complaint with UWANFC or Football West, or directly with WA Police.

If you decide to make a complaint you can generally expect to be:

- **Identified** (but only to Committee Members, and the person against whom you are making the complaint, the rest of the Club will not be told)
- **Requested** to support your complaint by providing information about the incident e.g. what, where and when the behaviour occurred and what you did at the time the contact details of any witnesses any evidence or documents e.g. emails, text messages
- **Protected** from victimisation by the Club.

### 3.5 If your complaint involves suspicions of harm against a child

If you are worried that a child is at risk, report your suspicions immediately to Football West and child protection authority (this is a legal requirement).

### 3.6 Complaints Procedures –

\*Procedure references [Football Australia Member Protection Framework: National Complaints Procedure](#).

#### 3.6.1 Informal Procedures:

We encourage you always to raise concerns directly with the person who has behaved in a way causing concerns, unless there are safety reasons or the issue is too serious to resolve in this way.

The focus is on resolution, not substantiation. Informal procedures may be useful when the:

- (a) allegations are less serious;
- (b) allegations are admitted;
- (c) relationships are important to maintain;
- (d) the Complainant prefers an informal option; and/or
- (e) behaviour has been observed by the Complaints Handler.

The following are four (4) different ways in which a complaint may be handled informally:

- (f) observation;
- (g) counselling;
- (h) mediation; and
- (i) education.

#### 3.6.2 Formal Procedures:

If it is not possible or appropriate to resolve a complaint through an informal process, a Complainant may:

- (a) make a formal complaint in writing to the Secretary, UWANFC via the below form, or
- (b) approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice and assistance.

Formal complaints may be lodged using the Football Australia online Reporting Tool available at [www.footballaustralia.com.au/report](http://www.footballaustralia.com.au/report) or by calling the Football Australia Report Hotline on 1800 571 850. The Football Australia reporting tool is managed by Football Australia's independent integrity partner, Core Integrity, who will assist in directing the report to the appropriate body. All complaints that relate to a national matter or a most serious matter at the state or territory level should be lodged via the Football Australia online Reporting Form.

### 3.7 Complaints Form

This form is intended for complaints relating to inappropriate or objectionable behaviour from people involved in UWANFC as prescribed in the Code of Conduct and/or Constitution.

This form will be submitted to the UWANFC Secretary, via email: [secretary@uwanfc.com.au](mailto:secretary@uwanfc.com.au).

Full Name:	Date:
Phone No:	Email Address:
Complaint is over 18 years of age? Yes / No	
Best time to contact you? Morning   Afternoon   Evening	
Best method to contact you? Email   Phone	
Role/Status of Complainant: <input type="radio"/> Player <input type="radio"/> Parent <input type="radio"/> Player <input type="radio"/> Spectator <input type="radio"/> Coach <input type="radio"/> Team Official <input type="radio"/> Support Personnel <input type="radio"/> Other	
When did the incident take place?	Where did the incident take place?
What is the nature of the complaint? <input type="radio"/> Bullying <input type="radio"/> Harassment <input type="radio"/> Discrimination <input type="radio"/> Abuse <input type="radio"/> Intimidation <input type="radio"/> Victimisation <input type="radio"/> Other [ <i>please state</i> ]	
Briefly outline the facts relating to the nature of your concerns including names, places and times (if known)	
What do you want to happen to resolve the matter?	
What steps, if any, have you taken to resolve the issue?	

### 3.8 Complaints Flow Chart



## Administration

<b>Responsible Manager:</b>		<b>Review Cycle:</b>	<b>Review Next Due:</b>
UWANFC Administration Manager		Annual	October 2022
<b>Compliance References:</b>			
<b>UWANFC:</b>		Organisational Policy reference <ul style="list-style-type: none"> <li>• Privacy Act 1988</li> <li>• Constitution</li> <li>• Privacy Policy</li> <li>• Risk Management Strategy</li> </ul>	
<b>Document Location:</b>		<i>Insert hyperlink</i>	
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